



**Peoples Telephone Cooperative, Inc.**

**Application for the FCC's Lifeline Pilot Program**

**WC Docket No. 11-42**

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<b>(H) If the ETC and its partners intend to submit a final report to supplement the information collected on the Low-Income Broadband Pilot Program Reporting Form, a general description of the types of analysis that will be included in the final report submitted to the Commission at the end of the program. The description should include hypotheses tested and how the analysis addresses the goal of identifying effective approaches to increasing low-income broadband adoption and retention. The description may also explain how, once the study is complete, the costs of converting a non-adopter to adopter will be calculated and presented in the report .....</b>	<b>Page 20</b>
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Since its organization in the early 1950's, Peoples Telephone Cooperative's main goal has remained focused on providing quality service at an affordable price to those who would otherwise have no service at all. In keeping with our mission statement, Peoples continuously looks for ways to provide communication services rivaling those of our urban counterparts. In 1953, Peoples began with 263 members in five telephone exchanges. That number has grown to 13 telephone exchanges and over 22,000 combined customers across Peoples Telephone and its subsidiary companies.

In 1982, Peoples Communications Inc was organized to provide additional services beyond the traditional landline. These services include long distance, internet service, and security and medical alarms. In 2010, Peoples was awarded a federal grant to deploy over 600 miles of fiber optic cable throughout east Texas to improve DSL/broadband services. This fiber network will provide the backbone for internet connectivity to industrial, medical and educational facilities spanning 13 counties.

In the Spring of 1992, Peoples Wireless began offering wireless telephone service in Wood and Rains Counties. Presently, 14 cell sites are in operation. These sites provide quality coverage in an area plagued by lakes, trees and hills which are notorious for interrupting cellular service. Recent tower upgrades also allowed Peoples to offer LTE internet connections to un-served residents living outside of the cooperative footprint who were previously ineligible for high speed internet service.

Peoples is proud to be an active member of many rural communities. Our commitment to continually reinvest in the communities in which we serve is evident not only through the quality services we offer but also by sponsoring local events and school programs, awarding annual scholarships to local graduates, and serving on the boards of community organizations. Peoples was formed to enhance the quality of life of the rural un-served population. Technological changes abound in our history but one thing remains constant: our goal is still to provide quality service at an affordable price to those who would not otherwise have service. The dream of our founders was for each home to be filled with ringing telephones; now with the help of this pilot project, Peoples can fill the homes of the rural disadvantaged with internet connections as well. Join us we fulfill our mission in broadband terms. Together, we can create history.

Steven Steele  
General Manager

## Executive Summary

Peoples Telephone Cooperative, Inc. and Peoples Wireless have created the Peoples Rural Connection Program as a proposed pilot project that answers both the spirit and the letter of the Commission's field experiment needs.

The Peoples Rural Connection Program includes all preferred program elements as expressed by the FCC in its Lifeline reform order and subsequent Public Notice, including subsidized broadband service through the Lifeline Broadband Adoption Pilot Project, research and data collection from the target participating population (including additional data collection and analysis by Connected Texas that will supplement the research data collection supported by the Pilot Project's Lifeline funds), a free or discounted computer module, and a digital literacy training module.

By partnering with Connected Texas, its parent organization, Connected Nation and the Masonic Lodges of Texas, the Peoples Rural Connection Program again seeks to fulfill preferences expressed by the Commission in its Lifeline Reform order and subsequent Public Notice. The Connected Texas initiative has created and is expanding public-private partnerships at the statewide and regional level, the Peoples Rural Connection Program will benefit from any efforts by these public-private partnerships to support the Lifeline pilot project, leveraging resources from participant stakeholders in the public and private sectors.

The Peoples Rural Connection Program will simultaneously advertise two competing offers to qualifying low-income households across its DSL and LTE coverage area. Both offers include free access to digital literacy training through the Every Community Online program operated by our program partner Connected Texas.

Offer #1 will include a free refurbished desktop computer, valued at \$119.99, coupled with discounted broadband service. The participant will subscribe to either Basic DSL service (where offered by Peoples Telephone, with download speeds up to 2 Mbps and upload speeds up to 1 Mbps) or LTE service (where DSL is not currently offered by Peoples Telephone, with approximate download speeds at 4 Mbps and upload speeds up to 1 Mbps). Participants of Offer #1 will pay \$19.95 per month, which represents a discount of \$20.00 (50%) off the regular subscription price for twelve (12) months. Altogether, the combined savings from the free computer and reduced broadband cost represent a savings of approximately \$360 over 12 months.

Offer #2 will include a voucher for a discounted refurbished desktop computer, coupled with home broadband service provided at a lower monthly price than Offer #1. Participants who choose Offer #2 will receive a voucher allowing them to purchase a refurbished desktop computer at a cost of \$119.99. These participants will subscribe to either Basic DSL service (where offered by Peoples Telephone, with download speeds up to 2 Mbps and upload speeds up to 1 Mbps) or LTE service (where DSL is not currently offered by Peoples Telephone, with approximate download speeds at 4 Mbps and upload speeds up to 1 Mbps). Participants of Offer #2 will pay \$9.95 per month. This represents a discount of \$30.00 (75%) off the regular subscription price for twelve (12) months. Altogether, this represents a savings of approximately \$360 over 12 months, equal to the savings that participants receive in Offer #1.

The Peoples Rural Connection Program will also provide a rich and valuable dataset to the Commission on the role that price plays in an end-user's decision to adopt broadband, as well as data on the causal impact of a free or heavily discounted computer. The results of this study will help determine whether subsidy dollars would be most effective if spent on reducing the cost of computer hardware or on the monthly cost of home broadband service.

## **A) Names and identifiers used by the ETC applying for Pilot Program funding**

### **Holding company:**

Peoples Telephone Cooperative, Inc.

Peoples Wireless

**Operating company and all affiliates:** Peoples Communications, Inc.

### **FCC Registration Number (FRN):**

Peoples Telephone Cooperative, Inc.: 0001-6787-88

Peoples Wireless: 0001-6491-10

### **Study area codes (SACs):**

Peoples Telephone Cooperative, Inc.: 442130

Peoples Wireless: 449048

**A list of states where the ETC is currently designated to provide Lifeline service:** Texas

**Detailed information, including geographic locations, of the ETC's current service offerings in the market:** Refer to **Appendix A** for additional information.

## **B) Full description of the proposed pilot project**

### **1) The geographic area(s) in which the ETC will offer the broadband plan(s) for their project(s):**

Together, Peoples Telephone and Peoples Wireless cover a service area encompassing portions of Camp, Delta, Fannin, Franklin, Hopkins, Hunt, Lamar, Morris, Red River, Titus, Upshur, Van Zandt, and Wood Counties. Within these counties, Peoples Telephone provides DSL service to portions of Camp, Delta, Fannin, Franklin, Hopkins, Hunt, Lamar, Titus, Upshur, and Wood County. There are 99 census tracts across the 13 county region. This represents a land area of 7,907.92 square miles. Refer to **Appendix A** for additional information.

**Census data on the income levels of the residents of the specified geographic area(s) (census tracts, blocks or zip codes):**

According to the 2010 United States Census, census tracts intersected by the Peoples Telephone service area have disparate demographic groups ranging from high income areas to very poor communities. The median household incomes across the census tracts served by Peoples ranges from \$21,023 and \$75,687, with an average median income of \$41,826. Comparably, these census tracts have poverty rates that range from 44.6% of the overall census tract population to 3%, with an overall poverty rate of 16.2% across the 13 county region. Refer to **Appendix B** for additional information.

**Whether the geographic area(s) will cover Tribal lands:**

The proposed geographic area does not include Tribal lands.

**2) A description of the technology or technologies that will be used for the broadband service:**

Peoples Telephone Cooperative is using both DSL (Digital Subscriber Line) and 4G LTE (Long Term Evolution) technologies for the broadband service to be used in the Lifeline pilot project.

Peoples Telephone Cooperative DLS platform is ADSL2+. ADSL2+ (ITU G.992.5) doubles the bandwidth used for downstream data transmission, effectively doubling the maximum downstream data rates, and achieving rates of 20 Mbps on telephone lines as long as 5,000 feet. ADSL2+ solutions will interoperate with ADSL and ADSL2, as well as with ADSL2+. ADSL2+ will include all the feature and performance benefits of ADSL2 while maintaining the capability to interoperate with legacy ADSL equipment. In areas where DSL is available, Peoples will offer subsidized DSL service as part of the pilot project. In areas where Peoples does not have DSL available, Peoples will offer subsidized LTE service as part of the pilot project.

Earlier this year, Peoples Wireless began offering 4G LTE data service in rural Texas. The launch of LTE services demonstrates the continued commitment by Peoples to invest in its network to bring superior wireless and data services to its customers. Peoples joined forces with other independent carriers through an alliance called NetAmerica Alliance to build-out 4G LTE service in the participating carriers' license coverage areas which will greatly expand their existing footprint. Access to customer premise devices such as the UniPort came through the technology partnership with Ericsson which NetAmerica announced last spring. Through the alliance, they have gained the collective strength and cost advantages comparable to that of larger carriers.

Peoples became an Alliance Member in 2010 and immediately took on the critical role as one of the Alliance's lead projects. As a first step to a wider offering of service, Peoples replaced its fixed wireless WiMax offering with 4G LTE running on our Lower C Block 700 MHz license on Band Class 17. They are using the NetAmerica Alliance's UniPort Home Gateway which offers both wired Ethernet and Wi-Fi within the home while connecting over broadband wireless to their newly deployed 4G LTE network. The initial turn-up of service moved over 200 residential



users from WiMax to 4G LTE in eastern Texas providing most of these users with much higher speed broadband data service than they were previously experiencing.

By leveraging the LTE network, Peoples has positioned the company to move forward providing unparalleled coverage with flexible and aggressive pricing allowing them to adjust to the needs of their customers.

**3) The broadband speeds for the service offering(s) based on what is advertised by the ETC:**

The broadband speed for the service offering would not be less than 2 Mbps.

**If the offered speed is less than the benchmarks identified by the Commission, an explanation of why the speed is less than the benchmarks:**

Peoples emphasizes that, in this proposed pilot project, it is seeking to provide affordable broadband to its most at-risk households. Ideally, this would include broadband at speeds greater than Peoples' initial DSL offering of 2 Mbps download/1 Mbps upload. However, rural areas such as those served in Texas by Peoples Telephone Cooperative, are characterized by long loops, which render more costly the provision of higher speed DSL network. While Peoples is committed to delivering high-quality broadband service to our customers, we have to balance investment plans with business viability.

As described below, in this pilot proposal, Peoples Telephone Cooperative and Peoples Wireless is seeking to collect data and information on two distinct bundled offerings providing DSL offering of 2 Mbps download/1 Mbps upload. That being said, we would be willing to explore the option of offering faster subsidized broadband at a higher per-month subsidy level than those proposed below. Simply put, in rural areas where distances are greater, customers are fewer, and costs are higher, the FCC may wish to consider accounting for these economic factors by ultimately allowing higher per-month subsidies to low-income households.

**How the speed offered will provide consumers access to key applications involving education (e.g., distance/online learning), healthcare (e.g., remote health monitoring), and person-to-person communications (e.g., online video chat):**

The broadband speed for the service offering would allow consumers both basic and large download usage allowing advanced website access, social networking, and the potential for some medical record downloading and sharing. Near real-time access would also be available and would allow for basic and SD-quality streamed video which provides users the ability to utilize educational videos through sites such as YouTube and the potential for streaming educational lectures and downloads through Netflix. Real-time access at this speed would allow for VoIP services such as Skype and lower definition telemedicine interactions. The speed would allow potential limited real-time interaction but would not support HDTV streaming or enhanced video conferencing.



	Content Type	Example Applications	Actual Download Speed Demands (Mbps)
Non-Real-Time	Basic download usage	Basic email; government website access; web-browsing; job search	0.1-0.3
	Large download usage	Advanced web browsing; Medical records download/sharing; Social networking	0.5-5+
Near-Real-Time	Basic streamed video	Consumer generated education videos (YouTube)	0.3-0.5
	SD-quality streamed video	Streamed classroom lectures; Hulu; Netflix	1-5
	HD-quality streamed video	Broadcast quality HDTV; streamed educational lecture	5-10+
Real-time	VoIP	Skype	0.1-0.3 (Symm.)
	Video-conference + VoIP	Lower definition telemedicine	0.6-1.0 (Symm.)
	2-way advanced video interaction	Real-time interactive experiences	2-5+ (Symm.)
	Enhanced video teleconferencing	Video teleconference and TeleLearning; HD Telemedicine (diagnostic imaging)	5-10+ (Symm.)

Source: Federal Communications Commission, (2010). Broadband performance obi technical paper no. 4, p. 9. Retrieved from website: [http://download.broadband.gov/plan/fcc-omnibus-broadband-initiative-\(obi\)-technical-paper-broadband-performance.pdf](http://download.broadband.gov/plan/fcc-omnibus-broadband-initiative-(obi)-technical-paper-broadband-performance.pdf)

**4) The amount of the monthly discount, if any, the ETC is seeking for each broadband plan included within the proposed project and the resulting cost to subscribers for the broadband service:**

This proposal contemplates two commercial bundled offerings designed to help test a key policy question: to what extent do low income none-adopters respond to different discount broadband offerings with and without a low-cost or free computer offering. The two offerings contemplated are as follows:

**Offering One:**

A Lifeline broadband subsidized service at the price points below and a **free** refurbished computer:

Broadband Plan	Regular Monthly Price	Proposed Monthly Discount	Subsidized Monthly Price
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Basic DSL*	\$39.95	\$20.00	\$19.95
Basic LTE	\$39.95	\$20.00	\$19.95

*\*same discounts will be provided to comparable bundled offering*

### Offering Two:

A Lifeline broadband subsidized service at the price points below and a **discount** refurbished computer:

Broadband Plan	Regular Monthly Price	Proposed Monthly Discount	Subsidized Monthly Price
Basic DSL*	\$39.95	\$30.00	\$9.95
Basic LTE	\$39.95	\$30.00	\$9.95

*\*same discounts will be provided to comparable bundled offering*

The free computers are funded in combination by the local Masonic Lodges and Peoples. The discounted computers are low-cost refurbished computers offered at non-profit pricing through Connected Nation.

**The duration of the monthly subsidies the ETC is seeking, and all other terms and conditions of service (the ETC must provide specific details of all of the subsidized broadband offerings it intends to offer subscribers in the pilot project, including the different options of bundled services and/or standalone broadband and offerings with different usage limits or speed):**

Peoples is seeking the duration of monthly subsidies to align with available 12 months of subsidy as outlined in the Public Notice. Peoples proposes the following Lifeline subsidized offering to their existing broadband offerings:

The existing “Basic” DSL Plan offers up to 2 mbps downstream and up to 1 mbps upstream residential broadband service to include personal web space. The Plan is currently offered commercially for a regular monthly price of \$39.95. There is a one-time installation fee of \$49.00 with a 1 year contract. This installation fee is waived with a 2 year contract. Given the proposed “Offering One” \$20.00 monthly subsidy, that includes an offer of a free computer, the monthly subsidized price for eligible Lifeline customers would be \$19.95. With the proposed “Offering Two” \$30.00 monthly subsidy, that includes a discounted computer offer, the monthly subsidized price for eligible Lifeline customers would be \$9.95.

Additionally, Peoples would extend these offerings to the existing or new voice Lifeline customers, who would then benefit from both the voice and broadband subsidy. Peoples Lifeline bundled offering would apply to the existing “Basic Choice” package. It would include 2,000 free nationwide minutes, broadband service at speeds of up to 2 mbps downstream and up to 1 mbps upstream, 2 access lines, and 9 calling features. With the bundled package the one-time DSL installation fee of \$49.00 is waived for both 1 and 2 year contracts. Peoples’ existing “Basic LTE” Plan offers wireless broadband service at 4G LTE speeds for \$39.95 per month. There is a one-time installation fee of \$199.00 with a 1 year contract which equates to a net \$216.45 to the customer. This installation fee is \$99.00 with a 2 year contract which equates to a net \$107.17 to the customer. Peoples proposes a \$20.00 monthly subsidy for Option One, the free computer option, which would result in the monthly subsidized price of \$19.95 for eligible Lifeline customers. Peoples proposes a \$30.00 monthly subsidy for Option

Two, the discounted computer option, which would result in the monthly subsidized price of \$9.95 for eligible Lifeline customers.

**5) The amount, if any, of a subsidy the ETC is seeking to reduce or eliminate any non-recurring fees, an explanation of the costs the non-recurring fees are used to cover the resulting cost to subscribers of any non-recurring fees:**

Peoples is seeking a subsidy to eliminate non-recurring fees across the Lifeline broadband adoption pilot plan options. Peoples expects that, by eliminating non-recurring fees, the Pilot can best test whether increased discounts to cover initial costs to include the computer cost is more effective in convincing low-income non-adopters to adopt than comparable longer-term incentives.

Peoples is seeking a subsidy of \$216.45 to eliminate the non-recurring fee associated with activating the Wireless Internet Basic plan under a 1 year contract. The costs associated with the non-recurring fees stem from the average \$250.00 truck roll costs needed for activation. The truck roll costs would incur \$50.00 per hour minimum and due to rural nature often exceed a total of \$250.00 when complete.

As for Basic DSL service, Peoples is seeking the non-recurring fee of \$49.00 with a one year contract for services. The costs associated with this non-recurring fee also stem from the truck roll costs at a \$50.00 per hour minimum needed for activation.

**6) A detailed explanation of how the proposed pilot project will focus on those low income consumers who do not currently subscribe to broadband:**

The Peoples Rural Connection Program will leverage the resources of both Peoples Telephone Cooperative, Inc. and its project partners, including the State Broadband Initiative (SBI) funded Connected Texas Program and local Masonic Lodges in the test project area, to raise awareness of and participation in the broadband adoption pilot exercise.

People's Telephone Cooperative, Inc. serves four distinct territories in Texas, covering parts of 99 census tracts in 13 Texas counties (Camp, Delta, Fannin, Franklin, Hopkins, Hunt, Lamar, Morris, Red River, Titus, Upshur, Van Zandt, and Wood). Within these counties, Peoples Telephone provides service to Camp, Delta, Fannin, Franklin, Hopkins, Hunt, Lamar, Morris, Red River, Titus, Upshur, Van Zandt, and Wood County. Of these counties, 100% of the households in Camp, Delta, Fannin, Franklin, Hopkins, Morris, Red River, Titus, Upshur, Van Zandt, and Wood are considered rural. 70% of the households in Hunt County are considered rural, and 48% of the households in Lamar County are rural households. Of the 161,885 households in this service area, 141,863 are rural or 87.6%.<sup>1</sup>

Median annual household incomes for census tracts in this region range from a low of \$21,023 to a high of \$75,687.<sup>2</sup> The average household income for census tracts in this combined region

<sup>1</sup> "The Broadband Landscape in the State of Texas: Assessment at a State, Regional & Local Level, and Recommendations for Broadband Expansion." Connected Texas. May 2011. Table 12, pages 37 to 46. [http://www.connectedtx.org/sites/default/files/connected-nation/Texas/ctx\\_planning\\_report\\_final\\_web.pdf](http://www.connectedtx.org/sites/default/files/connected-nation/Texas/ctx_planning_report_final_web.pdf)

<sup>2</sup> Source: 2010 ACS 5 year estimate

is \$41,826, which is lower than the statewide median of \$49,646.<sup>3</sup> Of the 161,885 households in these tracts, an estimated 26,238 are below the poverty level.<sup>4</sup> This includes more than one in five children below the age of 18.<sup>5</sup> These 26,238 households are the target participant universe for the Peoples Rural Connection Program.

Peoples will incorporate traditional methods of outreach to the low-income, Lifeline-qualifying households within the test project area currently utilized to generate awareness of Lifeline program subsidies for voice telephone service. These methods include newspaper articles and radio broadcast advertisements. Additionally, to target new residents within the test project area, the program will incorporate informational flyers targeting low-income end-users at local Chambers of Commerce and Community Anchor Institutions, such as libraries.

Through a partnership with SBI grantee Connected Texas, the program will also seek other positive earned media exposure, social media awareness tactics targeted at friends, relatives, and co-workers of qualifying program participants, and community leaders and other local influencers who are able to assist in making low-income households aware of the opportunity to adopt broadband. Connected Texas will seek to leverage the success and energy generated by the June 2012 statewide Texas Broadband Summit.

Research conducted in Ohio by Connected Nation indicates that newspaper and word of mouth outreach efforts are particularly effective, with 22% of participants in a Connected Nation statewide digital literacy training and discounted computer program indicating they learned of the program via newspaper, and 31% indicating they learned of the program via word of mouth.<sup>6</sup>

The program's outreach will be specifically tailored to reach qualifying, non-broadband adopting end users within the current footprint of Peoples Telephone Cooperative. Throughout all of the above-mentioned activities, qualifying low-income participants in the test project will be made aware of the entirety of the benefits available to them, which will include the ability to choose between two program opportunities, a free or heavily discounted computer, free digital literacy training, and discounted broadband service via DSL or LTE wireless platforms for a 12-month period.

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<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

<sup>5</sup> Average poverty rate for census tracts intersected by People's Telephone Cooperative coverage = 20.7% (Source: 2010 ACS 5 year estimate).

<sup>6</sup> "Connect Ohio Every Citizen Online Program, Broadband Technology Opportunity Program (BTOP), 2009 to 2012. Post-completion of digital literacy training, participants are part of data-gathering exercise to gauge program effectiveness and to generate best-practices feedback. These data were gathered through respondents' answers to the question: 'I learned about the Connect Ohio training program through:', with possible answers 'a) Newspaper; b) Radio announcements; c) Television; d) Word of Mouth; or e) Other.'"

**7) The project's proposed overall funding amount with details on the number of customers it is estimated to serve, with underlying assumptions:**

The proposed overall funding is estimated to amount to \$1,442,776. This amount is estimated to serve 4,479 new broadband customers in the target geography. This number is projected across impacted counties and based upon the research conducted in Texas reflecting that 28% of Texas non-adopters would be willing to subscribe to broadband at \$20 per month or less. Refer to **Appendix C** to see further details on underlying assumptions and calculations across the duration of the 12 month subsidized offering.

**8) A description of how the ETC will market the broadband service offering(s) to low-income consumers (e.g., outreach to existing Lifeline voice subscribers, advertising in newspapers/radio, outreach through community-based organizations):**

Peoples Telephone Cooperative will leverage its existing Lifeline customer base and provide a quarterly mailer outlining the Pilot offering details. Additionally outreach will be coordinated through impacted school districts with the service area.

**The language(s) in which the ETC will market the service and copies of sample marketing materials if available:**

The marketing for this program will be conducted in Spanish and English.

Refer to **Appendix D** to see examples of existing marketing materials.

**9) A description of what customer service support will be available to subscribers participating in the pilot project:**

Peoples prides itself upon its ability to provide 24/7 technical support through a 24/7 dispatch center in addition to a technical support hotline. The dispatch center hotline number for technical support to the premise is 800-333-9779. The number for IT technical support is 855-472-4435. IT technical support typically involves support with email settings, modem settings, general computer settings, trouble-shooting for email, modem and computer. If issues cannot be resolved over the phone a trouble ticket is issued for an IT service representative to come to the customer's location. In addition to the over the phone and in-person support as needed, Peoples also provides live 24 hour chat support. This online support is augmented with Internet, Wireless, and Telephone FAQs to help identify the issues and provide instructions for resolving the issue.

## **(C) A detailed explanation of how the ETC's project will address barriers to broadband adoption**

**1) Whether the ETC's project will provide digital literacy training and what form that will take:**

The Peoples Rural Connection Program will include a digital literacy training program designed to combat a barrier to broadband adoption. In Texas, 20% of survey respondents cite digital literacy-related issues as the main reason they don't currently subscribe to high-speed Internet service.<sup>7</sup>

Peoples is partnering with Connected Texas, in partnership with the Texas State Library and Archives Commission (TSLAC) and Intel, to address barriers to broadband adoption through the Every Community Online (ECO) program.

Connected Texas is a subsidiary of Connected Nation and operates as a non-profit in the state of Texas. Connected Texas was initially commissioned by the Texas Department of Agriculture to work with all broadband providers in the state of Texas to create detailed maps of broadband coverage in order to accurately pinpoint remaining gaps in broadband availability in Texas. Technology, especially widespread access, use, and adoption of broadband, is the focus of Connected Texas and the cornerstone of its mission to change communities and lives across Texas.

This ECO program was launched in April 2012 as part of the expansion of the Connected Texas program and offers free computer and Internet digital training at multiple libraries and other locations throughout the state. The ECO program focuses on improving broadband access, adoption, and use across the state of Texas. The program specifically targets Texans who lack digital skills and computer knowledge by offering a free way to learn life-changing digital skills through their local library. Graduates of these training programs are then eligible for discounted broadband services and a chance at a free computer.

ECO training sessions introduce new users to basic computer functions, how to access the Internet, and how to access and utilize sites on the Internet. The goal of this program is to showcase the many educational, healthcare, economic, and communication benefits of broadband use, and to encourage residents, especially in rural communities, to subscribe to and use broadband Internet service. The training portal is accessed directly through the Connected Texas ECO website (<http://training.connectednation.org/landing>) and is self-paced allowing users ample time to utilize training materials. The registration process is simple, providing users near instant access from their home or library.

Additionally, the partnership with TSLAC allows Texas librarians at more than 350 libraries across the state to teach basic computer and Internet skills to their patrons through existing library training portals. The librarians utilize proven curriculum that is located in one, convenient online location. The ECO program incentives such as the computer sweepstakes encourage more patrons to sign up for classes and utilize online resources.

Participants in the Peoples Rural Connection Program will receive information upon registration detailing training opportunities available through both the ECO online portal and through the libraries within the program area that are conducting ECO program trainings.

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<sup>7</sup> 2011 Connected Texas Residential Technology Assessment.

<http://www.connectedtx.org/survey-results/residential>

**2) Whether the project will provide free or discounted hardware, including aircards, modems, laptops (notebooks), tablets, desktops, or other mobile devices, to the subscribers; who will supply and pay for the free or discounted hardware:**

Connected Nation will provide low-cost computer framework and an order process as part of its commitment as a partner in the program. The low-cost computers are refurbished computers with the following specifications: Pentium 4 Processor, 1GB RAM, 40GB Hard Drive, DVD Drive with Windows operating systems. Each computer is made up of the Base Unit, a 15 inch monitor, keyboard, mouse, power cord, and video cable. All computers include a 90-day warranty and require commitment to participate in Connected Nation's ongoing training programs. The cost of the computer is \$119.99 plus \$12.00 for shipping and \$7.20 for Texas sales tax. In the case of Option #1 (a free computer and low price monthly service) the area Masonic Lodges have committed to providing \$100 vouchers toward the computer purchase and Peoples will pay the remaining balance for the subscriber. In the case of Option #2 (a discounted computer and lower price monthly service), the subscriber will pay the \$119.99 cost for the discounted computer.

**Whether the subscribers will bear any of the cost of the discounted hardware:**

Under the Peoples pilot program, eligible lifeline customers will have two options to choose from. Under Option #1, participants would not bear the cost for the discounted hardware since those costs would be funded the local Masonic Lodges and Peoples. The equipment would be bundled with a discounted service of \$19.95 per month. Under option #2, participants would bear a cost of \$119.99 for the discounted hardware. Such discounted computer would be bundled with a broadband service of \$9.95 per month.

**The cost the ETC will require the subscriber to pay:**

Refer to Section 2 above for further details.

**(D) The name and a description of the qualifications of any individuals or entities the ETC proposes to partner with in designing or implementing the proposed pilot project, and a detailed explanation of the role of the partner(s)**

Peoples Telephone Cooperative, Inc. has engaged in a partnership with the Connected Texas program and its parent organization, Connected Nation, Inc., to design the Peoples Rural Connection Program. Connected Nation's research, conducted through support from the NTIA-run SBI program, has detailed information regarding the current technology usage characteristics of the State of Texas, including significant data collected from low-income Texas households.

This research, most recently conducted and peer-reviewed in Texas in 2011, was used in crafting the proposed pilot project. This research indicates that:

- In Texas, the statewide broadband adoption rate is 62%;
- In Texas, the low-income broadband adoption rate is 39%;
- In Texas, the broadband adoption rate for low-income households with children is 37%;



- In Texas, the broadband adoption rate for low-income Seniors is 36%;
- In Texas, the broadband adoption rate for minority, low-income households with children is 31%; and
- In Texas, the rural low-income broadband adoption rate is only 28%.

Additionally, Connected Texas' broadband availability data was utilized during the proposed pilot project's development, clearly identifying current coverage areas and the location of Community Anchor Institutions within the proposed project's test area.

The Peoples Rural Connection Program will also engage the Connected Texas program during the project itself to assist with outreach to qualifying end-users, the provision of the program's digital literacy training module, as well as the discounted computer module by leveraging the Connected Texas "Every Community Online" program, which includes partnership and support from the Texas State Library and Archives Commission and Intel.

Connected Nation has over ten years of experience in crafting, directing, and executing digital literacy programs, incorporating varied curricula designed to achieve ease of access and use by the digital literacy trainee, and best practices developed by leading digital literacy stakeholders across the country. This includes a current program in Kentucky called Connect Equestrian View, which is a two-year digital literacy training project that Connected Nation launched in Lexington, Kentucky in January 2010. The project equips new residents in the Hope VI Equestrian View neighborhood with technological resources and provides them with technology training. Connected Nation works with the Lexington Housing Authority, the Lexington Public Library, and the William Wells Community Center to develop technology inclusion programs. The program combines a new laptop, up to 24 months of broadband connectivity, and an extensive digital literacy training program. This training includes basic computer set-up and operation as well as advanced training courses in areas including cybersecurity, social networking, cybersafety, eBusiness development, teleworking, and advanced use of Microsoft Office Suite applications.

ECO training sessions introduce new users to basic computer functions, how to access the Internet, and how to access and utilize sites on the Internet. The goal of this program is to showcase the many educational, healthcare, economic, and communication benefits of broadband use, and to encourage residents, especially in rural communities, to subscribe to and use broadband Internet service.

In Texas, ECO partners with Texas librarians through the Texas State Libraries and Archives Commission, with more than 350 libraries statewide functioning as training locations for trainees.

For the Peoples Rural Connection Program, Connected Nation and Connected Texas will utilize the resources of the ECO program as well, which provides a discounted computer to digital literacy training program graduates. Connected Nation has significant experience in managing free or discounted computer distribution programs in many states, including both refurbished and new desktop and laptop PCs. This experience has included the No Child Left Offline program in Kentucky, the Computers 4 Kids program in Tennessee, and the Every Citizen Online program in several other states.

The Peoples Rural Connection Program discounted computer module is also supported by several local Masonic Lodges in Texas, which will allow Peoples Telephone Cooperative to provide participants with the choice of a free computer and discounted broadband, or a heavily discounted computer coupled with a higher-per month subsidy for broadband service.

#### Connected Nation Qualifications:

Connected Nation is a national nonprofit 501(c)(3) organization committed to bringing affordable high-speed Internet and broadband-enabled resources to all Americans. Connected Nation effectively raises the awareness of the value of broadband and related technologies by developing coalitions of influencers and enablers for improving technology access, adoption, and use. Connected Nation works with consumers, community leaders, states, technology providers and foundations, including the Bill & Melinda Gates Foundation, to develop and implement technology expansion programs with core competencies centered on a mission to improve digital inclusion for people and places previously underserved or overlooked. (website – [www.connectednation.org](http://www.connectednation.org))

Connected Texas is a subsidiary of Connected Nation and operates as a non-profit in the state of Texas. The Texas Department of Agriculture is leading the initiative, funded primarily through the State Broadband Initiatives Program, to increase broadband Internet access, adoption, and use across the state. Connected Texas was commissioned by the state to work with all Texas broadband providers to create detailed maps of broadband coverage and development of a statewide plan for the deployment and adoption of broadband.

#### Masonic Lodges of Texas Qualifications:

In March 1835 the first Masonic meeting was held in Texas for the purpose of establishing a lodge in Texas. There are now over 122,000 Masons in Texas with a total of 914 lodges. The Masonic Lodges of Texas optimistically support the future of Masonry in Texas and trust that its proud heritage will be built upon in the years to come in ways that will continue to serve and honor the great State of Texas of which they are a part.

The Masonic Lodges of Texas are committed to providing charitable contributions through each of their lodges through the state. Their charitable contributions provide support to people with no connection with the Masonic Fraternity. The Texas Masonic Charities Foundation works with local Masonic Lodges to help distribute funds.

Refer to **Appendix E** for program endorsement letters from Connected Texas, the Texas State Library and Archives Commission and the East Texas Masonic Lodge.

## **(E) A detailed explanation of the design, data gathering and evaluation component of the project**

### **1) All details regarding the design of the project:**

**a) the planning, execution and analysis of the field experiment with control groups, if applicable;**

The Peoples Rural Connection Program will simultaneously advertise two competing offers to qualifying low-income households through word of mouth and print media across its DSL and LTE coverage area. Both offers include free access to digital literacy training through the Every Community Online program.

Offer #1 will include a free refurbished desktop computer, valued at \$119.99, coupled with discounted broadband service. The participant will subscribe to either Basic DSL service (where offered by Peoples Telephone, with download speeds up to 2 Mbps and upload speeds up to 1 Mbps) or LTE service (where DSL is not currently offered by Peoples Telephone, with approximate download speeds at 4 Mbps and upload speeds up to 1 Mbps). Participants of Offer #1 will pay \$19.95 per month, which represents a discount of \$20.00 (50%) off the regular subscription price for twelve (12) months. Altogether, the combined savings from the free computer and reduced broadband cost represent a savings of approximately \$360 over 12 months.

Offer #2 will include a voucher for a discounted refurbished desktop computer, coupled with home broadband service provided at a lower monthly price than Offer #1. Participants who choose Offer #2 will receive a voucher allowing them to purchase a refurbished desktop computer at a cost of \$119.99. These participants will subscribe to either Basic DSL service (where offered by Peoples Telephone, with download speeds up to 2 Mbps and upload speeds up to 1 Mbps) or LTE service (where DSL is not currently offered by Peoples Telephone, with approximate download speeds at 4 Mbps and upload speeds up to 1 Mbps). Participants of Offer #2 will pay \$9.95 per month. This represents a discount of \$30.00 (75%) off the regular subscription price for twelve (12) months. Altogether, this represents a savings of approximately \$360 over 12 months, equal to the savings that participants receive in Offer #1.

**b) the explanation of how the proposed project(s) will inform the Commission concerning the causal impact of the variations on broadband service;**

The Peoples Rural Connection Program will provide a rich and valuable dataset to the Commission on the role that price plays in an end-user's decision to adopt broadband, as well as data on the causal impact of a free or heavily discounted computer. This model tests whether low-income non-adopters are more responsive to discounts that reduce start-up fees (namely, a free computer) or whether they are more willing to subscribe to home broadband service when enticed by further monthly reductions in the cost of home broadband service. This can easily be measured in terms of the number of participants responding to each offer – if a significantly larger share of participants chooses Offer #1, that will suggest that the free computer is a better incentive to get participants to subscribe to broadband. If, on the other hand, more participants choose Offer #2, that will suggest that low-income residents are more likely to subscribe as a result of further discounts to the monthly cost of home broadband service. The results of this study will help determine whether subsidy dollars would be most effective if spent on reducing the cost of computer hardware or on the monthly cost of home broadband service.

**c) if applicable, how the project(s) will apply randomization, i.e. the process of randomly determining how consumers are assigned into control groups;**

Rather than relying on a creating a random sample, both Offer #1 and Offer #2 will be presented to the entire population of potential Lifeline customers through a variety of media, thus eliminating the needs for a randomization in an attempt to find a representative sample within the area.

**d) how the project(s) will mitigate any sources of statistical bias, if designed as a field experiment;**

Sufficient geographic and socioeconomic data will be collected to allow USAC to weight the data results to ensure that the participants are representative of the population of eligible Lifeline participants across the Peoples Telephone territory.

**e) how it will obtain sufficient sample size;**

Across the census tracts intersected by the Peoples Telephone service territory, there are an estimated 161,885 households, approximately 118,418 of which are served by Peoples LTE service.<sup>8</sup> Among all of the households in this 13 county territory, an estimated 26,238 households are under the poverty level.<sup>9</sup>

In 2011, Connected Texas conducted a statewide survey of Texas adults who do not subscribe to home broadband service to determine their barriers to adoption and their willingness to pay for broadband.<sup>10</sup> According to the results of this survey, 61% of low-income households (in this case, defined as households with annual household incomes of \$25,000 or less) do not subscribe to broadband service. This suggests that an estimated 16,005 households that are under the poverty level in the Peoples Telephone territory do not subscribe to home broadband service.

Among this same low-income population, 35% of non-adopters in the Connected Texas survey say that cost is their main barrier to broadband adoption, including 22% who cite the monthly cost of broadband service, 9% who cite the cost of a home computer, and 4% who cite activation and installation fees. In addition, 47% of adult heads of low-income Texas households report they would be willing to subscribe to home broadband service if it were offered at a price they considered acceptable. When pressed about what they considered an acceptable price, a total of 28% of heads of low-income Texas households said they would consider broadband offered at a price of \$20.00 or more worth the cost.

Based on these numbers, if the Peoples Telephone advertising blitz reaches only one in nine households under the poverty level who do not subscribe to home broadband service, but would consider broadband offered at a price of \$20.00 or more worth the cost (4,481), that would represent 498 households. That is more than the 400 respondents needed for a margin of error of  $\pm 5\%$  at a 95% level of confidence. This allows for a weighting efficiency as low as 46% with an effective sample size still

<sup>8</sup> Source: 2010 United States Census

<sup>9</sup> *Ibid.*

<sup>10</sup> <http://www.connectedtx.org/survey-results/residential>.

exceeding the needed sample of 400. Obviously, with a more successful advertising campaign, this sample could increase significantly.

**2) Details of how the ETC plans to collect the standardized data that must be submitted to USAC, as described in Appendix, including whether the ETC will seek to have USAC collect that data:**

Peoples requests that USAC collect the information contained in block "Subscriber-Provided Information at Enrollment – Block G" directly from each subscriber prior to providing a discount and submit when all subscribers have enrolled in the project. Peoples understands that subscribers must consent to collection and sharing of this information in order to receive any discount and that each subscriber must have a unique identifier, which will be used throughout the study, assigned by Peoples.

**3) If the ETC plans to collect data from its subscribers in addition to the standardized data that must be collected, as described in Appendix, details of the types of data the ETC plans to collect from its subscribers relating to broadband adoption and how it intends to collect that data:**

We do not intend to collect data from our subscribers in addition to the standardized data.

**(F) A detailed explanation of how the ETC will comply with the Commission's new rules relating to determinations of subscriber eligibility for Lifeline-supported services by applying all of the consumer eligibility and enrollment procedures as detailed in section VI and Appendix C of the Lifeline Reform Order and FNPRM, and a copy of the ETC's certification form for enrollment that will be used during the Pilot Program**

Peoples will to continue existing eligibility for Lifeline supported services through LITE-UP TEXAS Program (Low Income Telephone and Electric Utility Discounts). A copy of the certification form for enrollment is available online via the link below and also attached as **Appendix F**:  
<http://www.puc.state.tx.us/consumer/lowincome/Assistance.aspx>

**(G) A description of how the ETC will transition its broadband subscribers at the conclusion of the ETC's project once the discount has ended and any copies of any notices that the ETC would send to its subscribers explaining this transition**

Peoples will distribute a newsletter notice 30 to 60 days prior to conclusion of the Pilot program to remind subscribers of Pilot terms and welcome subscribers to continue broadband services

through various options. Peoples will also mail additional notice 30 days prior to conclusion of program to communicate ongoing broadband service options.

**(H) If the ETC and its partners intend to submit a final report to supplement the information collected on the Low-Income Broadband Pilot Program Reporting Form, a general description of the types of analysis that will be included in the final report submitted to the Commission at the end of the program. The description should include hypotheses tested and how the analysis addresses the goal of identifying effective approaches to increasing low-income broadband adoption and retention. The description may also explain how, once the study is complete, the costs of converting a non-adopter to adopter will be calculated and presented in the report**

Peoples Telephone Cooperative, Inc. will submit a final supplemental report outlining the outcome of each of its two Pilot Program offers. In particular, it will outline the number of participants who were convinced to subscribe as a result of the offer to receive a free computer, and the number who responded to the offer of a reduced-cost computer with greater subsidies to their monthly cost of comparable broadband service. This methodology will test the research question of whether increased discounts to cover initial costs associated with subscribing to home broadband service (in this case, the cost of a home computer needed to access the Internet) are more effective in convincing low-income residents to subscribe to broadband than comparable longer-term cost incentives in the form of greater reductions in monthly broadband costs.

We hypothesize that respondents will be more responsive to the offer of a free computer, based on Connected Texas research that finds that most respondents who do not subscribe to broadband service also do not have a computer, and the top barrier to computer ownership is cost. Based on this information, our hypothesis is that while subsidized broadband service may attract customers who might already have a computer or can afford to buy a new computer, more customers will be attracted to the reduced start-up costs and be willing to accept a smaller monthly subsidy for home broadband service. As such, we believe that local partnerships that help low-income non-adopters get the necessary hardware will be vital to ongoing efforts to get all Americans connected to home broadband service.

The cost of converting non-adopters into broadband adopters, including advertising and the cost of the price reductions, will be determined for both groups. The total cost of each competing offer will by necessity be the same to ensure that a difference in overall savings does not influence participants to choose one offer over the other.

**(I) Any other information necessary to fully describe the project.**

Peoples Telephone Cooperative, Inc. began in-depth planning for participation in the Commission's Lifeline Broadband Adoption Pilot Program as soon as possible after the FCC

passed its Lifeline reform order in 2012, and has crafted a proposed pilot project that it believes answers both the spirit and the letter of the Commission's field experiment needs.

The Peoples Rural Connection Program includes all preferred program elements as expressed by the FCC in its Lifeline reform order and subsequent Public Notice, including subsidized broadband service through the Lifeline Broadband Adoption Pilot Project, research and data collection from the target participating population (including additional data collection and analysis by Connected Texas that will supplement the research data collection supported by the Pilot Project's Lifeline funds), a free or discounted computer module, and a digital literacy training module.

The multi-pronged approach will test an approach to increasing broadband adoption that is mentioned by the FCC itself in the National Broadband Plan. In addition to first proposing that "the FCC should expand Lifeline Assistant (Lifeline)...to make broadband more affordable for low-income households," a recommendation the FCC began the implantation of with the Lifeline Reform order, Recommendation 9.4 of the National Broadband Plan specifically mentions public-private partnerships that combine "discounted technology products, reduced price service offerings, basic digital literacy training and ongoing support."<sup>11</sup>

By partnering with Connected Texas and its parent organization, Connected Nation, the Peoples Rural Connection Program again seeks to fulfill preferences expressed by the Commission in its Lifeline Reform order and subsequent Public Notice.<sup>12</sup> Connected Nation, through Connected Texas, is the state of Texas' single-designated entity for the NTIA State Broadband Initiative Program, and through that program is currently engaged in broadband availability mapping, statewide broadband capacity building, state broadband planning, statewide research and technical assistance, and the creation of statewide regional technology planning teams. All of these resources can and will be leveraged to support the Peoples Rural Connection Program. Connected Texas, is the state of Texas' single-designated entity for the NTIA State Broadband Initiative Program, and through that program is currently engaged in broadband availability mapping, statewide broadband capacity building, state broadband planning, statewide research and technical assistance, and the creation of statewide regional technology planning teams. All of these resources can and will be leveraged to support the Peoples Rural Connection Program.

In addition, Connected Nation, through its SBI-enabled programs in Ohio and Tennessee, is also able to leverage best practices for digital literacy and computer distributions learned through two Broadband Technology Opportunities Program (BTOP) Sustainable Broadband Adoption Grants, each of which is unique and targets at-risk populations in different ways. These experiences and lessons-learned supplement the many years of digital literacy and computer distribution experience Connected Nation has built across the U.S.

Also, because the Connected Texas initiative has created and is expanding public-private partnerships at the statewide and regional level, the Peoples Rural Connection Program will

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<sup>11</sup> "National Broadband Plan: Connecting America." Federal Communications Commission.  
<http://www.broadband.gov/plan/9-adoption-and-utilization/#r9>

<sup>12</sup> Federal Communications Commission. "Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42; Lifeline and Link Up, WC Docket No. 03-109; Federal-State Joint Board on Universal Service, CC Docket No. 96-45; Advancing Broadband Availability Through Digital Literacy Training, WC Docket No. 12-23. Report and Order and Further Notice of Proposed Rulemaking," para. 352.  
[http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2012/db0601/FCC-12-11A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2012/db0601/FCC-12-11A1.pdf)



benefit from any efforts by these public-private partnerships to support the Lifeline pilot project, leveraging resources from participant stakeholders in the public and private sectors. As the Connected Texas public-private partnership grows, building on successes such as the 2012 Texas Broadband Summit, the public-private partnership will be able to expand its support of broadband adoption among low-income households.

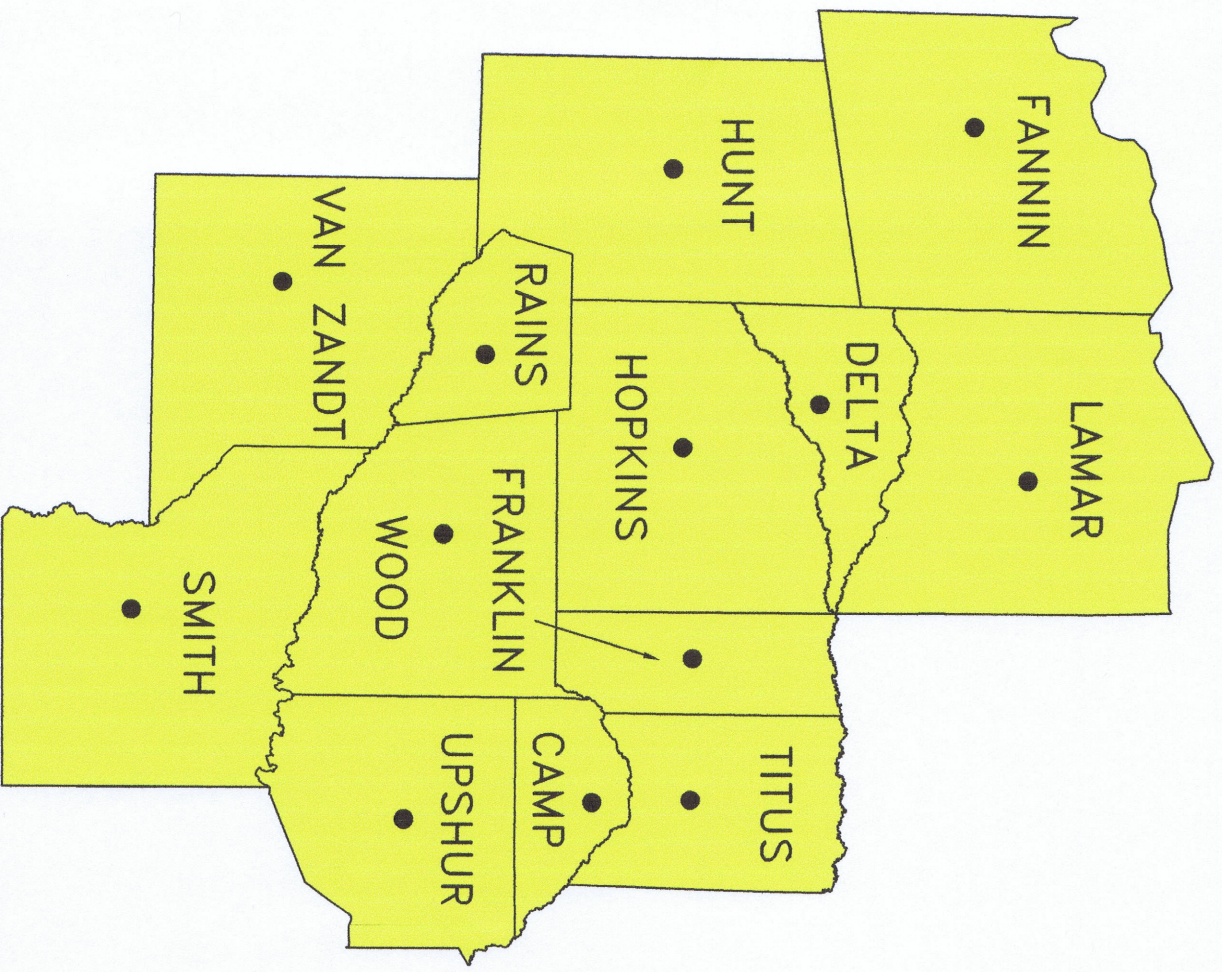
Peoples Telephone Cooperative stresses that, in this proposed pilot project, it is seeking to provide affordable broadband to its most at-risk households. Ideally, this would include broadband at speeds greater than Peoples' initial DSL offering of 2 Mbps download/1 Mbps upload. However, in rural areas such as those served in Texas by Peoples Telephone Cooperative, the costs to a rural telephone cooperative, such as Peoples, are greater and therefore the costs to the consumer are greater as well.

In closing, the Peoples Rural Connection Program is comprehensive, engaging multiple strategies to incent the close to 6,000 low-income households within Peoples Telephone Cooperative's service territory to adopt broadband. The complementary modules of the program are designed to engage a maximum number of low-income households, and include a suitably sized control group, the total of which will create a valuable field experiment and dataset for the FCC as it considers an expanded, modernized Lifeline program which preserves access to critical voice communications services while also contemplating the needs of low-income consumers in the digital age.

**APPENDIX**

**APPENDIX A**

COUNTY	COUNTY SEAT
CAMP	PITTSBURG
DELTA	COOPER
FANNIN	BONHAM
FRANKLIN	MOUNT VERNON
HOPKINS	SULPHUR SPRINGS
HUNT	GREENVILLE
LAMAR	PARIS
RAINS	EMORY
SMITH	TYLER
TITUS	MOUNT PLEASANT
UPSHUR	GILMER
VAN ZANDT	CANTON
WOOD	QUITMAN



REVISED: 6-26-12  
DATE: 6-12  
FILENAME: PTC-BROADBAND MAP

**APPENDIX B**

	Total	DSL Service Area ONLY	LTE Service Area ONLY
<b>Number of Households</b>	161,885	43,467	118,418
<b>Average Median Household Income</b>	\$ 41,826	\$ 44,409	\$ 40,807
<b>Below poverty level (from County-wide numbers)</b>	16.24%		



Census Tract FIPS	County	Number of Households (QT-H1, US Census 2010)	Median Household Income (S1903, ACS 2010)	Percent below poverty level (S1701, ACS 2010)	Intersect People's Telephone DSL Service Area
48063950101	Camp County	1,265	\$ 34,120	18.1	No
48063950102	Camp County	1,677	\$ 44,269	14.4	Yes
48063950200	Camp County	1,736	\$ 28,817	27.2	No
48119950100	Delta County	1,202	\$ 41,220	10.5	Yes
48119950200	Delta County	886	\$ 32,279	20.5	No
48147950100	Fannin County	1,141	\$ 34,335	18.3	No
48147950300	Fannin County	1,168	\$ 43,359	10.4	No
48147950401	Fannin County	1,005	\$ 27,788	25.1	No
48147950402	Fannin County	2,290	\$ 40,285	15.2	No
48147950500	Fannin County	1,071	\$ 44,971	13.9	Yes
48147950600	Fannin County	929	\$ 40,089	25.1	No
48147950701	Fannin County	1,649	\$ 57,333	10	No
48147950702	Fannin County	1,159	\$ 54,113	9.4	No
48147950800	Fannin County	1,737	\$ 51,101	12.2	No
48159950100	Franklin County	2,147	\$ 43,558	13.1	Yes
48159950200	Franklin County	1,005	\$ 41,154	25.5	Yes
48159950300	Franklin County	1,007	\$ 51,354	8	Yes
48223950100	Hopkins County	1,072	\$ 44,345	15.8	No
48223950200	Hopkins County	1,687	\$ 48,388	9.1	No
48223950300	Hopkins County	2,052	\$ 57,816	10.5	No
48223950401	Hopkins County	1,577	\$ 37,893	14.7	No
48223950402	Hopkins County	1,527	\$ 33,677	14.3	No
48223950500	Hopkins County	1,060	\$ 31,981	25.2	No
48223950600	Hopkins County	1,512	\$ 39,817	19.8	No
48223950700	Hopkins County	1,741	\$ 42,530	23.1	Yes



Census Tract FIPS	County	Number of Households (QT-H1, US Census 2010)	Median Household Income (S1903, ACS 2010)	Percent below poverty level (S1701, ACS 2010)	Intersect People's Telephone DSL Service Area
48223950800	Hopkins County	1,080	\$ 43,170	12.3	Yes
48231960100	Hunt County	882	\$ 57,784	15.4	Yes
48231960200	Hunt County	935	\$ 35,954	15.7	No
48231960300	Hunt County	1,460	\$ 55,645	17	No
48231960400	Hunt County	1,768	\$ 39,713	16.8	Yes
48231960500	Hunt County	1,660	\$ 29,182	38.5	No
48231960600	Hunt County	1,270	\$ 23,674	36.6	No
48231960700	Hunt County	2,144	\$ 52,131	10.3	Yes
48231960800	Hunt County	1,126	\$ 24,728	44.6	No
48231960900	Hunt County	2,018	\$ 23,310	36.9	No
48231961000	Hunt County	1,476	\$ 31,389	23.5	No
48231961100	Hunt County	2,525	\$ 75,687	6.4	Yes
48231961200	Hunt County	1,925	\$ 56,810	9.3	No
48231961300	Hunt County	2,601	\$ 52,193	21.5	No
48231961400	Hunt County	2,500	\$ 61,188	8.3	No
48231961501	Hunt County	1,128	\$ 66,063	13.5	No
48231961502	Hunt County	1,578	\$ 53,722	20.1	No
48231961503	Hunt County	1,538	\$ 43,000	12.3	No
48231961600	Hunt County	2,484	\$ 35,938	21.1	No
48231961700	Hunt County	1,058	\$ 40,434	11.1	No
48277000101	Lamar County	1,755	\$ 50,243	16.1	No
48277000102	Lamar County	1,831	\$ 44,005	6.3	No
48277000200	Lamar County	1,379	\$ 42,742	10.4	Yes
48277000300	Lamar County	2,459	\$ 43,347	7.5	No
48277000401	Lamar County	1,549	\$ 32,475	16	No

Census Tract FIPS	County	Number of Households (QT-H1, US Census 2010)	Median Household Income (S1903, ACS 2010)	Percent below poverty level (S1701, ACS 2010)	Intersect People's Telephone DSL Service Area
48277000402	Lamar County	2,234	\$ 64,583	3	No
48277000500	Lamar County	1,622	\$ 23,630	40.8	No
48277000600	Lamar County	952	\$ 21,023	38.1	No
48277000700	Lamar County	1,202	\$ 29,666	24.3	No
48277000800	Lamar County	1,423	\$ 24,542	31.9	No
48277000900	Lamar County	1,936	\$ 55,901	7.7	No
48277001000	Lamar County	1,487	\$ 34,631	23.5	No
48343950100	Morris County	1,912	\$ 40,525	13.7	Yes
48343950200	Morris County	2,372	\$ 38,706	18.1	No
48343950300	Morris County	942	\$ 32,321	19.2	No
48387950100	Red River County	1,166	\$ 40,685	11.2	Yes
48387950500	Red River County	2,057	\$ 32,143	20.8	No
48387950600	Red River County	1,176	\$ 35,159	16.4	Yes
48387950700	Red River County	1,070	\$ 41,295	19.8	No
48449950100	Titus County	783	\$ 39,934	12.6	Yes
48449950200	Titus County	905	\$ 52,000	10.1	Yes
48449950300	Titus County	2,839	\$ 51,848	11.8	Yes
48449950400	Titus County	1,981	\$ 38,075	18.4	No
48449950500	Titus County	823	\$ 36,223	24.6	No
48449950600	Titus County	1,421	\$ 30,116	30	No
48449950700	Titus County	478	\$ 26,294	34.1	No
48449950800	Titus County	1,583	\$ 37,618	16.3	No
48459950100	Upshur County	3,175	\$ 39,907	12.3	No
48459950200	Upshur County	1,430	\$ 40,380	11.6	Yes
48459950300	Upshur County	3,103	\$ 44,073	13.9	No

Census Tract FIPS	County	Number of Households (QT-H1, US Census 2010)	Median Household Income (\$1903, ACS 2010)	Percent below poverty level (\$1701, ACS 2010)	Intersect People's Telephone DSL Service Area
48459950400	Upshur County	1,686	\$ 38,510	16.7	No
48459950500	Upshur County	2,249	\$ 42,324	16.2	No
48459950600	Upshur County	1,433	\$ 46,990	14.4	No
48459950700	Upshur County	1,849	\$ 61,681	6.8	No
48467950100	Van Zandt County	1,841	\$ 40,977	15.1	Yes
48467950200	Van Zandt County	1,229	\$ 37,654	23.9	No
48467950300	Van Zandt County	1,864	\$ 43,682	10.1	No
48467950400	Van Zandt County	1,852	\$ 50,814	6.3	No
48467950500	Van Zandt County	1,644	\$ 36,530	15.4	No
48467950600	Van Zandt County	2,707	\$ 48,825	14	No
48467950700	Van Zandt County	1,573	\$ 40,594	18.7	No
48467950800	Van Zandt County	2,147	\$ 45,605	13.4	No
48467950900	Van Zandt County	2,824	\$ 37,474	19.1	No
48467951000	Van Zandt County	2,366	\$ 47,005	12	No
48499950100	Wood County	2,026	\$ 40,144	10.8	Yes
48499950200	Wood County	1,193	\$ 34,841	18	Yes
48499950301	Wood County	1,458	\$ 41,523	15.4	Yes
48499950302	Wood County	2,336	\$ 47,632	12.2	Yes
48499950400	Wood County	1,809	\$ 40,296	11.4	Yes
48499950500	Wood County	981	\$ 36,034	15.4	Yes
48499950601	Wood County	1,483	\$ 43,113	12.6	No
48499950602	Wood County	1,937	\$ 44,985	9.4	No
48499950700	Wood County	1,984	\$ 41,203	18.7	Yes
48499950800	Wood County	1,911	\$ 39,917	18	No

<b>Geography</b>	<b>Land Area per Square Mile</b>	<b>Total Number of Households</b>	<b>Number of Households below poverty line</b>	<b>Perctnage below poverty level</b>
Camp County, Texas	195.83	4,678	952	20.4%
Delta County, Texas	256.83	2,088	303	14.5%
Fannin County, Texas	890.84	12,149	1,784	14.7%
Franklin County, Texas	284.39	4,159	617	14.8%
Hopkins County, Texas	767.17	13,308	2,098	15.8%
Hunt County, Texas	840.32	32,076	6,148	19.2%
Lamar County, Texas	907.19	19,829	3,314	16.7%
Morris County, Texas	251.98	5,226	871	16.7%
Red River County, Texas	1036.58	5,469	959	17.5%
Titus County, Texas	406.05	10,813	1,936	17.9%
Upshur County, Texas	582.95	14,925	1,954	13.1%
Van Zandt County, Texas	842.56	20,047	2,904	14.5%
Wood County, Texas	645.23	17,118	2,398	14.0%
<b>Total</b>	<b>7,907.92</b>	<b>161,885</b>	<b>26,238</b>	<b>16.2%</b>

<b>Texas Low-Income HH not subscribing to Broadband</b>	16,005
<b>Texas non-adopters willing to subscribe at \$20.00</b>	4,481
<b>One in nine households reached by People's ads</b>	498

**APPENDIX C**

Peoples Rural Connection Program

Option One	New Subscribers		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total Project
Basic DSL			600	500	400	300	100	61	25	25	25	0	0	0	2036
Basic LTE			60	50	40	30	10	6	3	3	3	0	0	0	204
	Total		660	550	440	330	110	67	28	28	28	0	0	0	2240
Option One	Total \$	Subsidy													
Basic DSL		\$ 20.00	\$ 12,000.00	\$ 22,000.00	\$ 30,000.00	\$ 36,000.00	\$ 38,000.00	\$ 39,220.00	\$ 39,720.00	\$ 40,220.00	\$ 40,720.00	\$ 40,720.00	\$ 40,720.00	\$ 40,720.00	\$ 420,040.00
DSL One-Time Fee		\$ 49.00	\$ 29,400.00	\$ 24,500.00	\$ 19,600.00	\$ 14,700.00	\$ 4,900.00	\$ 2,989.00	\$ 1,225.00	\$ 1,225.00	\$ 1,225.00	\$ -	\$ -	\$ -	\$ 99,764.00
Basic LTE		\$ 20.00	\$ 1,200.00	\$ 2,200.00	\$ 3,000.00	\$ 3,600.00	\$ 3,800.00	\$ 3,922.00	\$ 3,972.00	\$ 4,022.00	\$ 4,072.00	\$ 4,072.00	\$ 4,072.00	\$ 4,072.00	\$ 42,004.00
LTE One-Time Fee		\$ 216.45	\$ 12,987.00	\$ 10,822.50	\$ 8,658.00	\$ 6,493.50	\$ 2,164.50	\$ 1,320.35	\$ 541.13	\$ 541.13	\$ 541.13	\$ -	\$ -	\$ -	\$ 44,069.22
	Total		\$ 55,587.00	\$ 59,522.50	\$ 61,258.00	\$ 60,793.50	\$ 48,864.50	\$ 47,451.35	\$ 45,458.13	\$ 46,008.13	\$ 46,558.13	\$ 44,792.00	\$ 44,792.00	\$ 44,792.00	\$ 605,877.22

Option Two	New Subscribers		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total Project
Basic DSL			600	500	400	300	100	61	25	25	25	0	0	0	2036
Basic LTE			60	50	40	30	10	6	3	3	3	0	0	0	204
	Total		660	550	440	330	110	67	28	28	28	0	0	0	2240
Option Two	Total \$	Subsidy													
Basic DSL		\$ 30.00	\$ 18,000.00	\$ 33,000.00	\$ 45,000.00	\$ 54,000.00	\$ 57,000.00	\$ 58,830.00	\$ 59,580.00	\$ 60,330.00	\$ 61,080.00	\$ 61,080.00	\$ 61,080.00	\$ 61,080.00	\$ 630,060.00
DSL One-Time Fee		\$ 49.00	\$ 29,400.00	\$ 24,500.00	\$ 19,600.00	\$ 14,700.00	\$ 4,900.00	\$ 2,989.00	\$ 1,225.00	\$ 1,225.00	\$ 1,225.00	\$ -	\$ -	\$ -	\$ 99,764.00
Basic LTE		\$ 30.00	\$ 1,800.00	\$ 3,300.00	\$ 4,500.00	\$ 5,400.00	\$ 5,700.00	\$ 5,883.00	\$ 5,958.00	\$ 6,033.00	\$ 6,108.00	\$ 6,108.00	\$ 6,108.00	\$ 6,108.00	\$ 63,006.00
LTE One-Time Fee		\$ 216.45	\$ 12,987.00	\$ 10,822.50	\$ 8,658.00	\$ 6,493.50	\$ 2,164.50	\$ 1,320.35	\$ 541.13	\$ 541.13	\$ 541.13	\$ -	\$ -	\$ -	\$ 44,069.22
	Total		\$ 62,187.00	\$ 71,622.50	\$ 77,758.00	\$ 80,593.50	\$ 69,764.50	\$ 69,022.35	\$ 67,304.13	\$ 68,129.13	\$ 68,954.13	\$ 67,188.00	\$ 67,188.00	\$ 67,188.00	\$ 836,899.22

Total	New Subscribers		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Total Project
Basic DSL			1200	1000	800	600	200	122	50	50	50	0	0	0	4072
Basic LTE			120	100	80	60	20	12	5	5	5	0	0	0	407
	Total		1320	1100	880	660	220	134	55	55	55	0	0	0	4479
Total	Total \$	Subsidy													
Basic DSL		\$20/\$30	\$ 30,000.00	\$ 55,000.00	\$ 75,000.00	\$ 90,000.00	\$ 95,000.00	\$ 98,050.00	\$ 99,300.00	\$ 100,550.00	\$ 101,800.00	\$ 101,800.00	\$ 101,800.00	\$ 101,800.00	\$ 1,050,100.00
DSL One-Time Fee		\$ 49.00	\$ 58,800.00	\$ 49,000.00	\$ 39,200.00	\$ 29,400.00	\$ 9,800.00	\$ 5,978.00	\$ 2,450.00	\$ 2,450.00	\$ 2,450.00	\$ -	\$ -	\$ -	\$ 199,528.00
Basic LTE		\$20/\$30	\$ 3,000.00	\$ 5,500.00	\$ 7,500.00	\$ 9,000.00	\$ 9,500.00	\$ 9,805.00	\$ 9,930.00	\$ 10,055.00	\$ 10,180.00	\$ 10,180.00	\$ 10,180.00	\$ 10,180.00	\$ 105,010.00
LTE One-Time Fee		\$ 216.45	\$ 25,974.00	\$ 21,645.00	\$ 17,316.00	\$ 12,987.00	\$ 4,329.00	\$ 2,640.69	\$ 1,082.25	\$ 1,082.25	\$ 1,082.25	\$ -	\$ -	\$ -	\$ 88,138.44
	Total		\$ 117,774.00	\$ 131,145.00	\$ 139,016.00	\$ 141,387.00	\$ 118,629.00	\$ 116,473.69	\$ 112,762.25	\$ 114,137.25	\$ 115,512.25	\$ 111,980.00	\$ 111,980.00	\$ 111,980.00	\$ 1,442,776.44

\*Based upon Texas research on low-income, non-adopters willing to subscribe at \$20.00 projected across test geography.

**APPENDIX D**



## PUBLIC NOTICE

Peoples Telephone Cooperative is committed to bringing its customers quality telecommunications services at affordable rates throughout its service territory. Basic local services are offered at the following monthly rates:

Single Party Residence	\$ 8.75*
Single Party Business	\$17.49*
Emergency 911 Service Fee	\$ 0.50
Tone Dialing Service	\$ 1.25*

*(\*Rates vary depending on the exchange where you live or have your business, and do not include taxes, surcharges, or other fees that may be applicable, such as a subscriber line charge.)*

This service includes voice grade access to the public switched network, tone dialing, access to interexchange service (long distance carriers), access to operator services and directory assistance, telecommunications relay service, and 911 emergency service. Each local exchange access line comes with a free primary directory listing and each subscriber annually receives the Cooperative's local telephone directory. Also, unlimited local calling is provided within the customer's local calling area at no charge. To make sure that our customers continuously receive quality service, any service problems can be reported to Peoples Telephone Cooperative twenty-four hours a day, seven days a week.

Basic services are offered at the rates, terms and conditions specified in the Cooperative's tariff on file with the Public Utility Commission of Texas. If you have questions regarding the Cooperative's services or rates, or to obtain this information in Spanish, please call 903-763-2214 or toll free 1-888-705-2290.

### DISCOUNTS AVAILABLE FOR LOW INCOME CUSTOMERS

The Cooperative offers reduced rates to eligible residential consumers under two programs: Lifeline and Linkup. Lifeline provides monthly discounts to an eligible customer's basic local service. Linkup offers eligible customers a reduction in installation charges for telephone service equal to one-half of the service connection charges or \$30.00, whichever is less. Customers who are eligible for the Lifeline and Linkup Programs are also eligible for toll blocking at no charge.

To be eligible for Lifeline and Linkup, a customer's annual household income must be at or below 150% of the federal poverty guidelines, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Medicaid, Food Stamps; Supplemental Security Income (SSI); Federal Public Housing Assistance (FPHA); Low Income Home Energy Assistance Program (LIHEAP); or Health benefits coverage under the state Children's Health Insurance Program (CHIP).

Additional information may be obtained by contacting the Cooperative's business office at (903) 763-2214 or by contacting the Low-Income Discount Administrator (LIDA) at 1-866-454-8387 (1-866-4-LITE-UP).

### **NATIONAL Do-Not-Call Registry.**

The national registry applies to all telemarketers, with the exception of businesses with whom you have an existing relationship and certain non-profit and political organizations. Commercial telemarketers are not allowed to call you if your number is listed on the registry.

Two ways to register:

1. Online at [www.donotcall.gov](http://www.donotcall.gov)
2. Call toll-free 1-888-382-1222. For TTY, call 1-866-290-4236. (You MUST call from the number you wish to register.)

**Registration is free. Inclusion of your number on the National Do-Not-Call Registry will be effective three months following your registration. Your number will remain on the registry permanently.**

### **Texas No-Call List**

Register your name, address and phone number by any of the three following ways:

1. Online at [www.texasnocall.com](http://www.texasnocall.com) for instant registration.
2. Call toll-free 1-866-TXNOCAL(L) (1-866-896-6225) to obtain an application to register.
3. Send a written request for an application to: TEXAS NO CALL P O Box 313 E Walpole, MA 02032

**Online registration is free. If registering by phone or mail, you will be charged \$2.25 per residential number.**

The Texas No-Call List registration will take 60 days to become effective and the registered number(s) will remain on the list for three years from the date the telephone number is first published on the list. The statewide registry applies to all telemarketers, with the exception of certain non-profit organizations, those with whom you have an established business relationship and debt collectors, calling Texas customers.

*Esta información está disponible llamando nuestra oficina a 903-763-2214.*

## YOUR RIGHTS AS A CUSTOMER

these assistance plans, qualified low-income applicants may receive a 50% discount off telephone service installation charges for new service installation. Customers that qualify are also eligible for a discount off their monthly local telephone bill.

To find out if you qualify and to receive certification information, please contact the LIDA/LITE-UP Administration toll-free at 1-866-454-8387 (4-LITE-UP).

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### LINK-UP AMERICA

Link-Up America is a program designed to assist low-income consumers in reducing the charges for initial installation of telephone service. Those qualifying for Link-Up will be given a 50% discount on service charges for installation of a primary single line connection at the customer's principal place of residence or \$30.00, whichever is less. Deposits on service are based on credit history. Any outstanding telephone debt must be paid before telephone service is connected. A consumer is allowed to receive the benefit of this program a second or subsequent time for a principal place of residence with an address different from the residence address at which the assistance was provided previously.

Link Up America only helps with hook-up charges. This program does not pay for a telephone set, wiring or other telephone services such as touch tone, local or long distance service.

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### LIFELINE SERVICE PROGRAM

The Lifeline Service Program reduces monthly rates for basic local telephone service. Customers who receive benefits through the Texas Department of Human Services (TDHS) from the following programs qualify for Lifeline Assistance and may be automatically enrolled in the Lifeline Program: Food Stamps, Medicaid, and Supplemental Security Income. In addition, customers may also self-certify eligibility if they are recipients of: Federal Public Housing Assistance, Low Income Energy Assistance Program, or have an income at or below 125% of the federal poverty level. For eligible customers, the discount will apply only to basic telephone service. This discount does not prevent you from subscribing to optional telephone services such as Custom Calling Service (i.e. Call Waiting, Caller ID); however, the discount rate does not apply to these services or any other charges.

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### PREPAID LOCAL TELEPHONE SERVICES

Peoples Telephone also offers a program which helps customers manage outstanding telephone balances while, at the same time, have basic local telephone service. The Prepaid Local Telephone Service (PLTS) is a one-time chance for customers who are at risk of disconnection to keep their local service, or those residential customers who have been disconnected to be reconnected. If you violate the terms of a PLTS agreement you will be disconnected immediately, Peoples has the right to retain and apply any credit in your PLTS account to your outstanding balances for telecommunications services, and you will not be eligible to receive PLTS again from Peoples.

Specifics of the Program - You must adhere to these policies to receive PLTS:

You must agree to receive Toll Blocking/Restriction service, which prevents you from making long-distance telephone calls as well as usage-sensitive calls like directory assistance, call return, call trace and auto redial.

- You must pay up to two months of charges up front.

Dear Peoples Rural Connection Customer:

From the beginning, Peoples' mission has been to enhance the lives of rural East Texans by providing quality communications and technology services. In keeping with that goal, we are pleased that we were able to offer internet services to you through our Peoples Rural Connection Program.

As explained upon your registration, this is a pilot program offered within a specific time frame. The end of the program is approaching. However, your high speed internet connection does not have to end. You have the option to transition to one of our current packages to ensure there will be no interruption of your service. As our Connect customer, you would incur no upgrade fees.

The following plans are available:

<u>Available Packages</u>	<u>Speed/Usage</u>	<u>Price</u>
Basic DSL	2 Mg*	\$39.95
Select DSL	4Mg*	\$49.95
Premium DSL	6Mg*	\$99.95
Basic LTE	5 Gig/month	\$39.95
Select LTE	10 Gig/month	\$49.95
Premium LTE	25 Gig/month	\$99.95


*\*Disclosure about speeds*

The project, and your discount, will come to an end December 31, 2013. If you would like to continue or upgrade your internet service, contact our service department **before** the expiration date to select your desired monthly internet plan. Visit us online at [peoplescom.net](http://peoplescom.net) or call 888-705-2290 to ensure continued connections into the New Year. If we don't hear from you we will continue to provide your current plan at the new price.

Thank you for being a part of our program and we look forward to providing you with many more years of exceptional service.

**APPENDIX E**





Chairman Julius Genachowski  
Commissioner Robert M. McDowell  
Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai  
Federal Communications Commission  
445 12th Street SW  
Washington, DC 20554

June 27, 2012

Dear Chairman Genachowski and Commissioners:

On behalf of Connected Texas, I am pleased to write in support of the Peoples Rural Connection program, an application from Peoples Telephone Cooperative and Peoples Wireless for funding from the FCC Lifeline Broadband Adoption Pilot. The Peoples Rural Connection program will maximize the impact of a Lifeline broadband subsidy by leveraging existing community resources to help low-income families overcome multiple significant barriers to adoption.

Connected Texas, is the state of Texas' single-designated entity for the NTIA State Broadband Initiative Program, and through that program is currently engaged in broadband availability mapping, statewide broadband capacity building, state broadband planning, statewide research and technical assistance, and the creation of statewide regional technology planning teams. All of these resources can and will be leveraged to support the Peoples Rural Connection program.

Connected Texas, through a partnership with the Texas State Library and Archives and Intel, launched the Every Community Online (ECO) training program in April 2012. This program offers free computer and Internet digital training at multiple libraries and other locations throughout the state. The ECO program focuses on improving broadband access, adoption, and use across the state of Texas. The program specifically targets Texans who lack digital skills and computer knowledge by offering a free way to learn life-changing digital skills through their local library. Graduates of these training programs are then eligible for discounted broadband services and a chance at a free computer.

Connected Texas is excited to share with Peoples the opportunity to engage and educate consumers of the Peoples Rural Connection Program and looks forward to working with Peoples to ensure all participants of the program have access to our ECO training materials.

I want to express my unequivocal support for this application effort and encourage you to fund and support this important endeavor.

Sincerely,



Don Shirley  
Executive Director

[WWW.CONNECTEDTX.ORG](http://WWW.CONNECTEDTX.ORG)





27 June 2012

Chairman Julius Genachowski  
Commissioner Robert M. McDowell  
Commissioner Mignon Clyburn  
Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

RE: Support for *Peoples Rural Connection Program*

Dear Chairman Genachowski and Commissioners:

On behalf of the Texas State Library and Archives Commission, I am pleased to write in support of the *Peoples Rural Connection* program, an application from Peoples Telephone Cooperative for funding from the FCC Lifeline Broadband Adoption Pilot program to address broadband adoption by low-income households in rural East Texas. The *Peoples Rural Connection* program will maximize the impact of a Lifeline broadband subsidy by leveraging existing community resources to help low-income families overcome multiple significant barriers to adoption.

The *Peoples Rural Connection* program would offer low-income, Lifeline-eligible customers two options via either DSL or LTE technology platforms, for a nominal cost of \$19.95 monthly for broadband service for up to 12 months with a free computer, or \$9.95 monthly for broadband service for up to 12 months with a deeply discounted computer for \$119.99. In both options, the net cost to the subscriber is the same. The Pilot program will test which incentive is likeliest to bring low-income non-adopters online.

Peoples has been extremely proactive and organized in receiving commitments from local Masonic Lodges to provide \$100 vouchers to apply toward the purchase of a low cost refurbished computer, made available through the Connected Texas initiative. They are also engaging Connected Texas's *Every Community Online* program, a public-private partnership supported by the Texas State Library and Archives Commission and Intel, to provide digital literacy training through Texas libraries and online resources.

Affordable broadband and computer ownership address only part of the information access problem we face in rural Texas. Texas has more than 230 public libraries serving rural East Texas, each of which is committed to integrating training into a comprehensive program of successful digital inclusion for all East Texans. As a child growing up in rural East Texas, I can attest personally to the challenges of isolation and lack of convenient access to cultural heritage institutions, which rural populations frequently face. Affordable access to the Internet, low cost computers, and support for digital literacy can open up new, exciting, and productive worlds for the people of East Texas.

I want to express my unequivocal support for the organized effort by Peoples Telephone Company to continue to advance telecommunication services to the rural residents of East Texas and encourage you to fund this important endeavor.

Sincerely,

Peggy D. Rudd  
Director and Librarian

Lorenzo de Zavala  
State Archives and  
Library Building

P.O. Box 12927  
Austin, Texas  
78711-2927

1201 Brazos Street  
Austin, Texas  
78701

[www.tsl.state.tx.us](http://www.tsl.state.tx.us)

*Commission Chairman*  
Michael C. Waters

*Members*  
Sharon T. Carr  
Martha Doty Freeman  
F. Lynwood Givens  
Larry G. Holt  
Wm. Scott McAfee  
Sandra J. Pickett

*Director and Librarian*  
Peggy D. Rudd

*Assistant State Librarian*  
Edward Seidenberg

*Preserving yesterday,  
informing today,  
inspiring tomorrow.*

**Yantis Masonic Lodge No 382**

**P.O. Box 202, Yantis, TX 75497**

**Date: June 15, 2012**

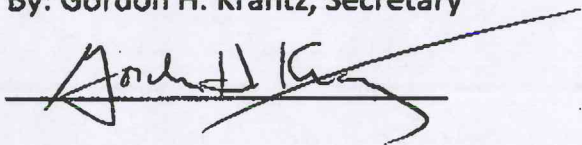
**To: Regenia Farnham**

**Re: Commitment to the Broadband Adoption Pilot Program for  
Low-Income consumers (Pilot Program).**

If Peoples Telephone Cooperative is awarded the Pilot Program, Masonic Lodge No. 382 commits to provide \$100.00 towards the purchase of a computer or device offering, based on the Pilot Program structure over the next 12 months from awarded start date.

**Yantis Masonic Lodge**

**By: Gordon H. Krantz, Secretary**

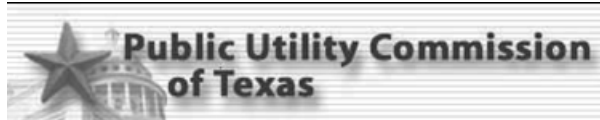
A handwritten signature in black ink, appearing to read "Gordon H. Krantz", is written over a horizontal line.

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**Cc: Regenia Farnham**

**APPENDIX F**





## Low-Income Telephone and Electric Discount Programs (LITE-UP) Enrollment Form

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### The LITE-UP Texas Program can:

1. Provide a discount off your monthly telephone bill.
2. Provide a discount on your electric bill if you live in an area where you have a choice of electricity providers (May through September 2012 bills)
3. Additional benefits for electric service include: Waiver of late payments and option to pay the security deposit in two installments, if over \$50.00.

### What should I send in along with my application?

Along with your **signed** application, you must send in documentation that shows that you are eligible for a qualified benefit (SNAP, Medicaid, etc.) or documentation showing your total household income. You must also send the completed and signed Lite-up Texas Certification Form and, if you live with multiple families, you must send the completed and signed Lite-Up Texas Household Worksheet.

### What are the qualifications for the Lite-up Texas discounts?

You can qualify for the **Telephone** discount if anyone in your household receives SNAP, Medicaid, CHIP, LIHEAP, Federal Public Housing assistance, TANF, National School Lunch Program – Free Lunch Program, or SSI, or have a total household income that is less than 150% of the federal poverty guideline.

To qualify for the **Electric** discount, the applicant must be eligible for SNAP or Medicaid, or have a total household income that is less than 125% of the federal poverty guideline.

### How do I know if I qualified for the Lite-up Texas discounts?

If you provided an email address the status of your application will be sent to you as soon as we review your application. If you did not provide an email address, you will only be notified if you were not approved for the Lite-up Texas discounts.

### How long will it take before I see the discount on my bills?

We determine your eligibility during the last week of each month. If the information we have on file for you (i.e., name & address) matches the information provided by your telephone and electric company then you should see your discount on your next bill. Please note that the telephone discount will be applied to your bills throughout the year but the electric discount will only show on your bills from May through September 2012.

If you do not provide a completed and signed Certification Form and Household Worksheet (if applicable), you will not receive the Lite-up Texas Telephone discount.

### How often do I have to apply?

You need to submit an application at least every 7 months. If you are certified for the LITE-UP Texas discount an application will be sent to you approximately two months prior to your expiration. If you change your address or telephone number, you should re-submit an application so that we can update your information.

**Mail the completed signed application and required documentation to:**

**LITE-UP Texas  
1779 Wells Branch Parkway  
Suite 110B #357  
Austin, Texas 78728-7022**

**You may also FAX the signed application and required documentation to 1-877-215-8018**

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**For Questions, Call LITE-UP Texas toll-free at 1-866-454-8387 or [www.liteuptexas.org](http://www.liteuptexas.org)**

**El Programa LITE-UP Texas puede:**

1. Proporcionarle un descuento en su cuenta mensual del teléfono.
2. Proporcionarle un descuento en su cuenta de la electricidad, si vive en un area donde puede Ud. escoger su proveedor de electricidad (Mayo a Septiembre de 2012).
3. Los beneficios adicionales para el servicio eléctrico son: Dispensación de los cargos por pagos atrasados y la opción de pagar el depósito de seguridad en dos cuotas, si passa de \$50.00.

**Programas de Ayuda para pagar las cuentas de la Electricidad y el Teléfono para las familias de bajos ingresos (LITE-UP)**

**¿Cuáles documentos debo adjuntar a mi solicitud?**

Junto con su solicitud firmada, debe adjuntar los documentos que demuestran que usted reúne los requisitos para recibir un beneficio indicado (SNAP, Medicaid, etc.) o documentos que indican los ingresos totales de su hogar. También debe enviar el Formulario de Certificación Lite-up Texas, completado y firmado, y si hay múltiples familias que viven juntos en su hogar, debe enviar la Hoja de trabajo para el hogar que es cliente de Lite-Up Texas.

**¿Cómo se reúnen los requisitos para recibir los descuentos del programa Lite-up Texas?**

Usted reúne los requisitos del descuento telefónico si cualquier persona de su casa recibe SNAP, Medicaid, CHIP, LIHEAP, ayuda federal para viviendas públicas, TANF, Programa nacional de almuerzo gratis en la escuela – Programa del almuerzo gratis o SSI o si el total de los ingresos de su hogar es menos del 150% de las pautas federales para el nivel de la pobreza.

Para ser elegible para el descuento eléctrico, el solicitante debe reunir los requisitos para las SNAP o Medicaid, o tener un total de los ingresos del hogar que sea menos del 125% de las pautas federales para el nivel de la pobreza.

**¿Cómo voy a saber si soy elegible para los descuento de Lite-up Texas?**

Si usted proporcionó una dirección de correo electrónico, se le enviará el resultado de su solicitud tan pronto como estudiemos su solicitud. Si usted no proporcionó una dirección de correo electrónico, se le avisará únicamente si no fue aprobado para los descuentos de Lite-up Texas.

**¿Cuánto tiempo pasará hasta que vea el descuento en mis facturas?**

Nosotros determinamos si usted es elegible durante la última semana de cada mes. Si los datos que tenemos en su expediente (por ejemplo, su nombre y dirección) corresponden a los datos que recibimos de las compañías de electricidad y teléfono, entonces usted debe notar el descuento en la próxima factura que recibe. Favor de notar que se aplicará el descuento telefónico a sus facturas durante todo el año, sin embargo el descuento para la electricidad solamente sale en las facturas desde mayo hasta septiembre 2012.

Si usted no nos devuelve el Formulario de Certificación completado y firmado así como la Hoja de trabajo para el hogar (si es pertinente a su caso), no recibirá el descuento telefónico de Lite-Up Texas.

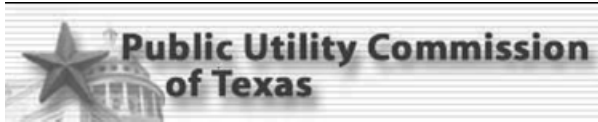
**¿Con qué frecuencia debo solicitar el descuento?**

Usted debe presentar una solicitud por lo menos cada 7 meses. Si se le certifica para recibir el descuento de LITE-UP Texas, se le enviará una solicitud aproximadamente dos meses antes de que se le venza su periodo de elegibilidad. Si se cambia de domicilio o de número de teléfono, debe enviar otra solicitud para que podamos actualizar sus datos.

**Mande por correo la aplicación completa y firmada y los documentos pedidos a:**

**LITE-UP Texas  
1779 Wells Branch Parkway  
Suite 110B #357  
Austin, Texas 78728-7022**

**Tambien, puede usted mandar su aplicación y los documentos pedidos al numero de FAX gratis 1-877-215-8018**



## SECTION 1 –Applicant Information

The person whose name is on the Telephone and Electric bills **MUST** fill out this section. The person in whose name the utility bills appear **must** live at the service address.

**Name of Telephone Customer:** \_\_\_\_\_  
*As it appears on your utility bill* (please print)

**Name of Electric Customer:** \_\_\_\_\_  
*If different from above* (please print)

Mailing Address: \_\_\_\_\_

Home Address: \_\_\_\_\_  
**Required if Mailing Address is a PO Box**

City: \_\_\_\_\_ Zip Code : \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

Social Security Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
(Required)

Email Address: \_\_\_\_\_

Birth Date (Required): \_\_\_\_\_

### YOU MUST:

1. Complete & sign the Lite-up Texas Lifeline Certification Form
2. Complete & sign the attached Household Worksheet
3. Complete both pages of the Lite-up Texas Application & sign page 1
4. Provide proof of your eligible Benefits or total Household Income
5. Include a copy of your latest Telephone and Electric bills

If you do not provide the above documentation, you will not be able to get the Lifeline (telephone) discount.

### Declaration (please read carefully and sign)

I certify that my household is receiving only one lifeline discount. I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

I certify under penalty of perjury that the that my household receives a qualified benefit or my household has income at or below 150% of the Federal Poverty Guideline and that I presented documentation that accurately represents my household income or participation in a qualified benefit program.

I certify that the information I have provided in this application is true and correct and I agree to participate in the Lite-up Texas program should I be eligible. I understand that the information provided is subject to audit and investigation by the Public Utility Commission of Texas.

Sign Here

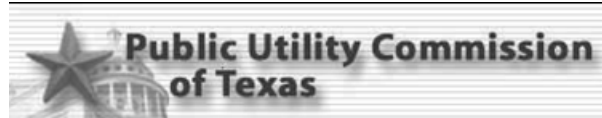
\_\_\_\_\_  
Applicant's Signature

Date: \_\_\_\_\_

**CONTINUE  
TO PAGE 2**

### Mail completed application and required documentation to:

LITE-UP Texas  
1779 Wells Branch Parkway  
Suite 110B #357  
Austin, Texas 78728-7022  
FAX: 1-877-215-8018



## SECTION 2 – Income Enrollment Worksheet

**HOUSEHOLD SIZE** – Number of people living in your household: \_\_\_\_\_ (Include all adults and children at this address)

*Your total household gross annual income from all sources cannot exceed these guidelines:*

Number of persons in Household	1	2	3	4	5	6	7	8
Total Household annual income - <b>Telephone</b>	\$16,755	\$22,695	\$28,635	\$34,575	\$40,515	\$46,455	\$52,395	\$58,335
Total Household annual income - <b>Electric</b>	\$13,963	\$18,913	\$23,863	\$28,813	\$33,763	\$38,713	\$43,663	\$48,613

Type of Income	Dollar Amount	Frequency (Monthly, Weekly, etc.)
Wages from Employment as shown on pay stub or W-2 Form		
Social Security		
Retirement Income		
Alimony or Child Support		
Unemployment or Worker's Compensation		
All Other Earnings		

**IF YOU ARE QUALIFYING USING YOUR TOTAL HOUSEHOLD INCOME YOU MUST PROVIDE PROOF OF HOUSEHOLD INCOME WITH THIS APPLICATION** (provide **all** documents that apply)

- Copy of most recent pay stub(s) from all employers covering the last two months for all members of the household
- Your most recently filed tax return (**must be signed**) or W-2 form
- A signed letter from each employer indicating the level of your wage
- Documentation of social security income
- Copy of an unemployment form with eligibility dates
- Copies of the two most recent unemployment checks
- Copy of the most recent bank statement showing direct deposit of income (for SSI, Social Security, annuity, pension)

## SECTION 3 – Program Benefit Enrollment Worksheet

Qualified Benefits	
Any Household Member who is eligible for any of these benefits makes the household eligible for the <b>Telephone Discount (Lifeline)</b>	The applicant must be eligible for either of these benefits in order to receive the <b>Electric Discount</b>
<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid <input type="checkbox"/> Supplemental Security Income-SSI <input type="checkbox"/> Health Benefit Coverage under Child Health Plan (CHIP) <input type="checkbox"/> Low-Income Energy Assistance Program - LIHEAP <input type="checkbox"/> Federal Public Housing Assistance <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) <input type="checkbox"/> National School Lunch Program - Free Lunch Program	<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid

**IF YOU ARE QUALIFYING BECAUSE OF ELIGIBILITY IN A QUALIFIED PROGRAM YOU MUST PROVIDE PROOF OF PROGRAM PARTICIPATION WITH THIS APPLICATION**

- Copy of an letter from a government agency showing eligibility for the qualified benefit
- Copy of a Medicaid card for the eligible individual
- Federal Public Housing rental agreement
- Note: a Lone Star Card is not an eligible document

**Eligible Resident of Tribal Lands** (indicate which tribe): \_\_\_\_\_

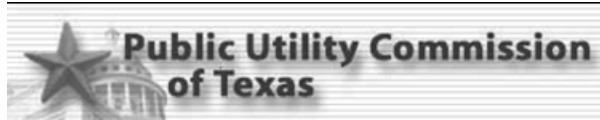
**Provide documentation of tribe affiliation and participation in at least one of the following:** Bureau of Indian Affairs General Assistance, Tribally-Administered Temporary Assistance for Needy Families, Head Start (only those meeting its income qualifying standard), or the National School Lunch Program's free lunch program.

### Benefit Recipient – Telephone Discount Only

Please provide the name of the person in your household who is receiving one of the eligible benefits listed above.

*Note: you must provide proof that this person participates in one of the eligible programs.*

Name of Benefit Recipient: \_\_\_\_\_



## **SECCIÓN 1 – Información del solicitante**

La persona cuyo nombre aparece en la factura de teléfono y electricidad **DEBE** completar esta sección y **debe vivir** en la dirección donde se recibe el servicio.

**Nombre del cliente de teléfono:** \_\_\_\_\_  
*Como aparece en la factura* (favor de usar letra de molde)

**Nombre del cliente de electricidad:** \_\_\_\_\_  
*Si es diferente del de arriba* (favor de usar letra de molde)

Dirección donde recibe el correo: \_\_\_\_\_ Dirección de la residencia: \_\_\_\_\_  
*Se requiere si recibe el correo en un apartado postal*

Ciudad: \_\_\_\_\_ Código postal: \_\_\_\_\_ Ciudad: \_\_\_\_\_ Código postal: \_\_\_\_\_

Número de teléfono: (\_\_\_\_) \_\_\_\_ - \_\_\_\_ - \_\_\_\_ Número de Seguro Social: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
(Obligatorio)

Correo electrónico: \_\_\_\_\_ Fecha de nacimiento (Obligatorio): \_\_\_\_\_

### **USTED DEBE:**

1. Completar y firmar el Formulario de Certificación del programa Lite-up Texas
2. Completar y firmar la página adjunta: Hoja de trabajo para el hogar que es cliente de Lifeline
3. Completar ambas páginas de la solicitud de Lite-up Texas y firmar la página 1
4. Proporcionar comprobantes de los beneficios que recibe o el total de los ingresos de su hogar, para confirmar su elegibilidad
5. Adjuntar una copia de la factura más reciente del teléfono y de la electricidad

Si usted no proporciona los documentos enumerados arriba, no podrá obtener el descuento (telefónico) de Lifeline.

### **Declaración** (por favor, lea cuidadosamente y firme)

Certifico que en mi hogar se recibe solamente un descuento Lifeline. Entiendo que el quebrantamiento del requisito de un solo servicio por hogar se considera una infracción de las reglas de la Comisión de la Comunicación Federal y puede dar lugar a que pierda mis beneficios de Lifeline y el posible enjuiciamiento de parte del gobierno de los Estados Unidos.

Certifico bajo pena de perjurio que mi hogar cumple los criterios de elegibilidad porque recibe un beneficio que reúne los requisitos o los ingresos de mi hogar no sobrepasan el 150% de las Pautas Federales de Pobreza y que presenté documentación que representa acertadamente los ingresos de mi hogar o nuestra participación en un programa de beneficios que reúne los requisitos de Lifeline.

Certifico que la información que anoté en esta solicitud es cierta y verídica y acuerdo en participar en el programa Lite-up Texas si acaso soy elegible. Entiendo que la información que proporcioné está sujeta a auditoría e investigación de parte de la Comisión de Servicios Públicos de Texas.

**Firme aquí**

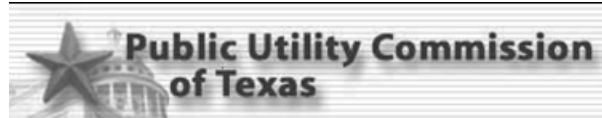
\_\_\_\_\_  
Firma del solicitante

Fecha: \_\_\_\_\_

**SIGA A LA  
PÁGINA 2**

**Envíe por correo la solicitud completada y la documentación requerida a:**

LITE-UP Texas  
1779 Wells Branch Parkway  
Suite 110B #357  
Austin, Texas 78728-7022  
FAX: 1-877-215-8018



## SECCIÓN 2 – Inscripción según los ingresos: Hoja de trabajo

**TAMAÑO DEL HOGAR** – Número de personas que vive en su hogar: \_\_\_\_ (Incluya a todos los adultos y niños que residen en esta dirección) *Su ingreso bruto anual de todas las fuentes de dinero no puede sobrepasar estas pautas de:*

Número de personas en el hogar	1	2	3	4	5	6	7	8
Ingreso anual total del hogar – <b>Teléfono</b>	\$16,755	\$22,695	\$28,635	\$34,575	\$40,515	\$46,455	\$52,395	\$58,335
Ingreso anual total del hogar - <b>Electricidad</b>	\$13,963	\$18,913	\$23,863	\$28,813	\$33,763	\$38,713	\$43,663	\$48,613

Tipo de Ingreso	Cantidad en dólares	Frecuencia (Mensual, semanal , etc.)
Sueldos del empleo como se muestran en el talón de cheque de paga o forma W-2		
Seguro Social		
Ingreso de jubilación		
Pensión alimenticia o sostenimiento de niños		
Compensación de desempleo o indemnización del trabajador		
Todos los otros ingresos		

### SI USTED REÚNA LOS REQUISITOS BASÁNDOSE EN EL INGRESO TOTAL DE SU HOGAR, DEBE ADJUNTAR A ESTA SOLICITUD COMPROBANTES DE LOS INGRESOS DEL HOGAR (proporcione **todos** los documentos pertinentes)

- Copia de los talones de cheque de paga mas recientes de todos los empleadores de los últimos dos meses (para cada integrante del hogar)
- Copia de su última declaración de impuestos (debe estar firmada) o forma W-2
- Carta firmada de cada empleador indicando la cantidad de su sueldo
- Documentación de ingresos de Seguro Social
- Copia de una forma de compensación de desempleo que incluye las fechas de elegibilidad
- Copia de los dos cheques de desempleo más recientes
- Copia del más reciente estado de cuenta bancaria que muestra el depósito directo de ingresos (por SSI, Seguro Social, anualidades, pensiones)

## SECCIÓN 3 – Inscripción según los beneficios: Hoja de trabajo

### Beneficios que reúnen los requisitos

Si cualquier integrante del hogar reúna los requisitos para recibir cualquiera de los siguientes beneficios, entonces todo el hogar será elegible para recibir el <b>descuento telefónico (Lifeline)</b>	Para poder recibir el <b>descuento de la factura de la electricidad</b> , el solicitante debe reunir los requisitos de cualquiera de los siguientes dos beneficios
<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid <input type="checkbox"/> Seguro de Ingreso Suplemental--SSI <input type="checkbox"/> Cobertura de atención médica del Plan de Salud del Niño (CHIP) <input type="checkbox"/> Programa de conservar energía en el hogar de bajos ingresos - LIHEAP <input type="checkbox"/> Asistencia Federal para Viviendas Públicas <input type="checkbox"/> <i>Asistencia temporal para la familia necesitada (TANF)</i> <input type="checkbox"/> <i>Programa nacional de almuerzo gratis en la escuela – Programa del almuerzo gratis</i>	<input type="checkbox"/> SNAP <input type="checkbox"/> Medicaid

### SI USTED REÚNA LOS REQUISITOS BASÁNDOSE EN SU ELEGIBILIDAD POR UN PROGRAMA DE LA LISTA ANTERIOR DEBE ADJUNTAR A ESTA SOLICITUD UN COMPROBANTE DE SU PARTICIPACIÓN EN EL PROGRAMA

- Copia de una carta de una agencia gubernamental que confirme que usted reúne los requisitos del beneficio que se requiere
- Copia de una tarjeta de Medicaid de la persona que reúne los requisitos
- Contrato de alquiler de alguna Vivienda Pública Federal
- Nota: No se cumple el requisito de elegibilidad con la Tarjeta Lone Star

**Residente de terrenos de las tribus que reúne los requisitos** (Indique cuál tribu): \_\_\_\_\_

**Presentar documentos de afiliación a la tribu y participación en por lo menos uno de los siguientes programas:**

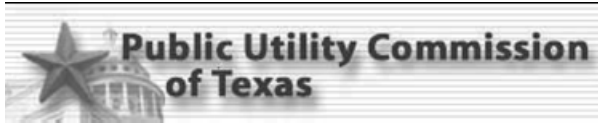
*Asistencia General de la Oficina de Asuntos Nativosamericanos, Asistencia temporal para la familia necesitada administrada por la tribu, Head Start (solo si cumple las normas de elegibilidad según los ingresos) o el programa de almuerzo gratis del Programa Nacional de Almuerzo en la Escuela.*

### Cliente que recibe el beneficio – Solo para el descuento telefónico

Por favor, anote el nombre de la persona en su hogar que recibe uno de los beneficios enumerados arriba.

*Nota: Debe proporcionar algún comprobante que demuestre que la persona participe en uno de los programas que reúne los requisitos de elegibilidad.*

Nombre del cliente que recibe el beneficio: \_\_\_\_\_



## Low-Income Telephone and Electric Discount Programs (LITE-UP) Lifeline Certification Form

Full Name: \_\_\_\_\_

Home Address (No PO box): \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**You must provide this information:**

Date of Birth (mm/dd/yyyy): \_\_\_\_\_

Social Security Number/Tribal ID#: \_\_\_\_\_

Telephone # Receiving Lifeline Service: \_\_\_\_\_

Telephone Provider: \_\_\_\_\_

This is a Temporary Address: Yes \_\_\_\_\_ No \_\_\_\_\_

### **YOU MUST COMPLETE THIS FORM IN ORDER TO RECEIVE THE LIFELINE TELEPHONE DISCOUNT**

Lifeline is a government program that provides a monthly discount on home or wireless telephone services, but not both. Only one Lifeline service is allowed per household; a household is not permitted to receive Lifeline benefits from multiple providers. Your household is everyone who lives in your home (including children and people who are not related to you) and shares income and household expenses (bills, food, etc.). Violation of the one-per household rule is a violation of federal rules and will result in de-enrollment from the Lifeline program and potential prosecution by the United States Government. You may not transfer your Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

### **Please initial the certifications below and sign and date this form.**

I certify, under penalty of perjury, that:

I meet the income-based eligibility criteria (household income less than 150% of federal poverty guidelines). Please state the number of household members: \_\_\_\_\_

Or I meet the program-based eligibility criteria for receiving Lifeline. Check Benefits that apply:

☐ SNAP, ☐ Medicaid, ☐ SSI, ☐ Federal Public Housing Assistance, ☐ LIHEAP, ☐ TANF, ☐ CHIP,  
☐ National School Lunch Program – Free Lunch Program

I will notify my telephone carrier and the Lite-up Texas Program within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline, or if I no longer meet the income-based or program-based criteria for receiving Lifeline support, or if I am receiving more than one Lifeline benefit, or another member of my household is receiving a Lifeline benefit.

If I move to a new address, I will provide that new address to my Lifeline carrier and the Lite-up Texas Program within 30 days.

(Only if applicable) If I provided a temporary residential address to the eligible telecommunications carrier and the Lite-up Texas Program, I am required to verify my temporary residential address every 90 days.

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

I may be required to re-certify continued eligibility for Lifeline at any time, and that failure to do so will result in de-enrollment and the termination of my Lifeline benefit.

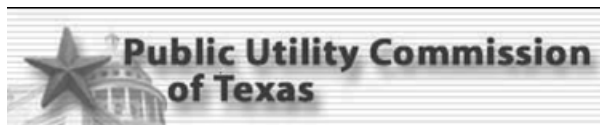
I will not transfer the Lifeline benefit to anyone else, including any other eligible person.

I consent to allow my personal identification information to be shared with the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that I am not receiving more than one Lifeline benefit.

(Only if applicable) If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands.

By signing this document, I certify, under penalty of perjury, to the items initialed above and that I understand the Lifeline program rules described above and agree to participate in the Lifeline program should I be eligible, that the information I have provided on this form is true and correct to the best of my knowledge and that providing false or fraudulent information to obtain this benefit can be punished by law, including fines, imprisonment, de-enrollment or being barred from the program.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## Programas LITE-UP de descuentos en los servicios de electricidad y telefónicos para personas de bajos ingresos: Formulario de Certificación para Lifeline

Nombre completo: \_\_\_\_\_

Domicilio Físico: \_\_\_\_\_  
(No se aceptan apartados postales)

Ciudad: \_\_\_\_\_ Código postal: \_\_\_\_\_

Dirección de correo: \_\_\_\_\_

Ciudad: \_\_\_\_\_ Código postal: \_\_\_\_\_

### Debe usted proporcionar esta información:

Fecha de nacimiento (mm/dd/aaaa): \_\_\_\_\_

Núm. de Seguro Social/Núm. de la Tribu: \_\_\_\_\_

Núm. de Teléfono que recibe servicio Lifeline: \_\_\_\_\_

Proveedor de servicio telefónico: \_\_\_\_\_

Esta dirección es temporal: Sí \_\_\_\_\_ No \_\_\_\_\_

### **DEBE LLENAR COMPLETAMENTE ESTE FORMULARIO PARA PODER RECIBIR EL DESCUENTO TELEFÓNICO DE LIFELINE**

Lifeline es un programa del gobierno que da un descuento mensual en los servicios telefónicos para el hogar o el móvil, pero no a las dos líneas. Se permite solamente un servicio Lifeline por hogar; no se permite que un mismo hogar reciba beneficios Lifeline de parte de múltiples proveedores. Su hogar consiste en todas las personas que viven en su casa (incluyendo a los niños y las personas que no tienen ningún parentesco con usted) y que comparten los ingresos y los gastos de la casa (las facturas, los alimentos, etc.). El quebrantamiento de la regla de un solo servicio por hogar se considera una infracción de las reglas federales que conlleva en sí la exclusión del infractor del programa Lifeline y el posible enjuiciamiento de parte del gobierno federal. Lifeline es un beneficio no transferible. Usted no tiene autorización para transferir su beneficio Lifeline a otra persona.

**Favor de anotar sus iniciales a un lado de las certificaciones que se encuentran a continuación. No olvide firmar y fechar este formulario.**

Bajo pena de perjurio certifico que:

Cumplo los criterios de elegibilidad basados en los ingresos (Los ingresos del hogar no sobrepasan el 150% de las pautas federales de pobreza). Por favor, indique el número de personas en el hogar: \_\_\_\_\_

O cumplo los criterios de elegibilidad del programa para recibir Lifeline. Marque los beneficios pertinentes:

☐ SNAP, ☐ Medicaid, ☐ SSI, ☐ Asistencia Federal para la Vivienda Pública, ☐ LIHEAP, ☐ TANF, ☐ CHIP,  
☐ Programa Nacional para Almuerzo en la Escuela – Programa de Almuerzo Gratis

Avisaré a mi compañía telefónica y al Programa Lite-up Texas dentro de los siguientes 30 días si por alguna razón ya no reúno los requisitos para poder recibir Lifeline o si ya no reúno los requisitos de los ingresos o del programa para recibir apoyo de Lifeline o si recibo más de un beneficio de Lifeline o si otro miembro de mi hogar recibe un beneficio de Lifeline.

Si me cambio de dirección, daré la nueva dirección a la compañía que me da servicios Lifeline y al Programa de Lite-up Texas dentro de los siguientes 30 días.

(Solo si es pertinente) Si proporcioné una dirección temporal de mi domicilio a la compañía elegible de telecomunicaciones y al programa de Lite-up Texas, tengo la obligación de verificar mi dirección temporal cada 90 días.

Mi hogar recibirá solamente un servicio de Lifeline y, según mi leal saber y entender, mi hogar aún no recibe servicios de Lifeline.

En cualquier momento se puede requerir que yo vuelva a certificar mi elegibilidad para Lifeline, y al no hacerlo quedará sujeto a la exclusión del programa y la terminación de mi beneficio Lifeline.

No transferiré el beneficio Lifeline a ninguna otra persona, incluyendo a cualquier otra persona que reúna los requisitos del programa.

Doy mi consentimiento para que se divulguen mis datos personales de identificación a *Universal Service Administrative Company* (la Compañía Administrativa Servicio Universal o USAC) o a sus representantes, con el fin de averiguar que no recibo más de un beneficio Lifeline.

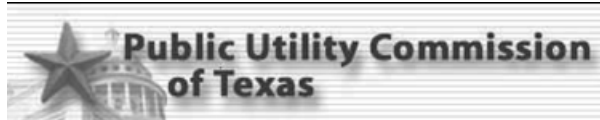
(Solo si es pertinente) Si busco reunir los requisitos de Lifeline como residente elegible del territorio de alguna tribu, vivo en los terrenos de la tribu.

Al firmar este documento, certifico bajo pena de perjurio que las declaraciones anteriores, al lado de las cuales he colocado mis iniciales son verídicas. Entiendo las reglas del programa Lifeline, las cuales se describen arriba y acuerdo en participar en el programa Lifeline si reúno los requisitos. Certifico asimismo que la información que proporcioné en este formulario es verdadera y correcta a mi leal saber y entender y sé que el proporcionar información falsa o fraudulenta para obtener este beneficio es un delito sancionable castigable por la ley, incluyendo multas, encarcelamiento, cancelación de la inscripción o la exclusión del programa.

Firma: \_\_\_\_\_

Fecha: \_\_\_\_\_





## Lifeline Household Worksheet

Full Name: \_\_\_\_\_

Telephone # Receiving Lifeline Service: \_\_\_\_\_

Home Address (No PO box): \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

**You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.**

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check *no* if you do not have a spouse or partner) \_\_\_\_\_ **YES** \_\_\_\_\_ **NO**
  - If you checked **YES**, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
  - If you checked **NO**, please answer question #2.
2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

A. A parent _____ <b>YES</b> _____ <b>NO</b>	D. An adult roommate _____ <b>YES</b> _____ <b>NO</b>
B. An adult son or daughter _____ <b>YES</b> _____ <b>NO</b>	E. Other _____ <b>YES</b> _____ <b>NO</b>
C. Another adult relative (such as a sibling, _____ <b>YES</b> _____ <b>NO</b> aunt, cousin, grandparent, grandchild, etc.)	

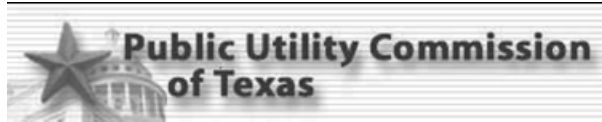
  - If you checked **NO** for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
  - If you checked **YES**, please answer question #3.
3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? \_\_\_\_\_ **YES** \_\_\_\_\_ **NO**
  - If you checked **NO**, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
  - If you checked **YES**, then your address includes only **one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

### CERTIFICATION

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to \_\_\_\_\_ [insert company or agency name] along with your Lifeline application.

- A. \_\_\_\_\_ I certify that I live at an address occupied by multiple households.
- B. \_\_\_\_\_ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Hoja de trabajo para el hogar que es cliente de Lifeline

Nombre completo: \_\_\_\_\_

Núm. de Teléfono que recibe servicio Lifeline: \_\_\_\_\_

Domicilio Físico: \_\_\_\_\_  
(No se aceptan apartados postales)

Ciudad: \_\_\_\_\_ Código postal: \_\_\_\_\_

Lifeline es un programa del gobierno que da un descuento mensual para servicios telefónicos en el hogar o el servicio móvil. Se permite únicamente UN descuento Lifeline por hogar. A los integrantes del hogar no se les permite recibir servicios Lifeline de diversas compañías telefónicas.

Se considera hogar al conjunto de personas que viven en su domicilio, formando una unidad económica (incluyendo a los niños y las personas que no tienen ningún parentesco con usted).

Los **adultos** que viven con usted forman parte de su **unidad económica** si contribuyen a los ingresos y comparten los gastos del hogar. Un **adulto** es cualquier persona que tenga 18 años o más, o un menor emancipado (un menor de 18 años de edad a quien se le considera legalmente adulto). Entre los **gastos** del hogar están los alimentos, gastos de la atención médica (las facturas médicas) y el alquiler de la vivienda o los pagos de la hipoteca del lugar donde vive (casa o departamento, por ejemplo) y los servicios públicos (incluyendo el agua, la calefacción y la electricidad). Los **ingresos** abarcan los salarios, los beneficios de la asistencia pública, pagos del Seguro Social, las pensiones de jubilación, la indemnización por desempleo, los beneficios del veterano, las herencias, ingresos por concepto de manutención del cónyuge o de menores, los beneficios de indemnización del trabajador, los donaciones y los premios de lotería.

Se considera que los cónyuges o parejas forman parte del mismo hogar. Los niños menores de 18 años que viven con sus padres o tutores se consideran como parte del mismo hogar donde viven sus padres o tutores. Si un adulto no tiene ingresos o tiene ingresos mínimos, y vive con una persona que le proporciona apoyo económico, ambas personas son consideradas como parte del mismo hogar.

**Se le ha pedido que llene esta hoja de trabajo porque alguna otra persona que vive en la misma dirección que usted recibe actualmente algún servicio de Lifeline. Dicha persona tal vez forma parte de su hogar. Conteste las preguntas a continuación para determinar si su hogar ya está registrado en el programa. hay más de un hogar en la dirección donde reside usted.**

1. ¿Su cónyuge o pareja (es decir, la persona con quien está casado o con quien tiene una relación sentimental) ya recibe un descuento Lifeline en su línea telefónica? (*marque NO si no tiene un cónyuge o pareja*)        **SÍ**        **NO**
  - Si usted marcó **SÍ**, no puede inscribirse en el programa Lifeline, porque algún miembro de su hogar ya recibe servicios de Lifeline. Se permite solamente UN descuento Lifeline por hogar.
  - Si usted marcó **NO**, favor de contestar la pregunta #2.
2. Sin contar a su cónyuge o pareja, ¿hay otros adultos (personas mayores de 18 años o menores emancipados) que viven con usted en la misma dirección?

A. Uno de mis padres	<u>      </u> <b>SÍ</b> <u>      </u> <b>NO</b>	Un compañero de vivienda adulto	<u>      </u> <b>SÍ</b> <u>      </u> <b>NO</b>
B. Un hijo adulto	<u>      </u> <b>SÍ</b> <u>      </u> <b>NO</b>	Otra(s) persona(s)	<u>      </u> <b>SÍ</b> <u>      </u> <b>NO</b>
C. Otro adulto que es pariente (un hermano, tío, primo, abuelo, nieto, etc.)	<u>      </u> <b>SÍ</b> <u>      </u> <b>NO</b>	_____	

  - Si contestó **NO** a todos los incisos anteriores, no tiene que contestar el resto de las preguntas. Ponga sus iniciales en la línea B, firme el documento y ponga la fecha.
  - Si contestó **SÍ**, favor de contestar la pregunta #3.
3. ¿Usted comparte los gastos del hogar (facturas, alimentos, etc.) y comparte los ingresos (de usted, de la otra persona o los ingresos combinados) con por lo menos uno de los adultos enumerados en la pregunta #2?        **SÍ**        **NO**
  - Si contestó **NO**, entonces se considera que su dirección abarca **más de un hogar**. Favor de poner sus iniciales en las líneas A y B a continuación, firme esta hoja de trabajo y ponga la fecha.
  - Si contestó **SÍ**, entonces su dirección abarca solamente **un hogar**. Usted no puede inscribirse para recibir servicios de Lifeline, porque alguna persona de su hogar ya es cliente de Lifeline.

### **CERTIFICACIÓN**

*Ponga sus iniciales en las certificaciones pertinentes, firme y feche esta hoja de trabajo. Devuelva esta hoja de trabajo al programa Lite-up Texas junto con su solicitud de Lifeline.*

C.        *Certifico que vivo en una dirección donde habitan múltiples hogares.*

D.        *Entiendo que el incumplimiento o quebrantamiento del requisito de un cliente por hogar se considerará una transgresión a las reglas de la Comisión Federal de Comunicaciones y pudiera resultar en la pérdida de mis beneficios Lifeline y así como en el levantamiento de cargos penales a nivel federal. .*

Firma \_\_\_\_\_

Fecha \_\_\_\_\_